UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

الإمارات العربية المتحدة
وزارة الطاقة والبنية التحتية

User Manual

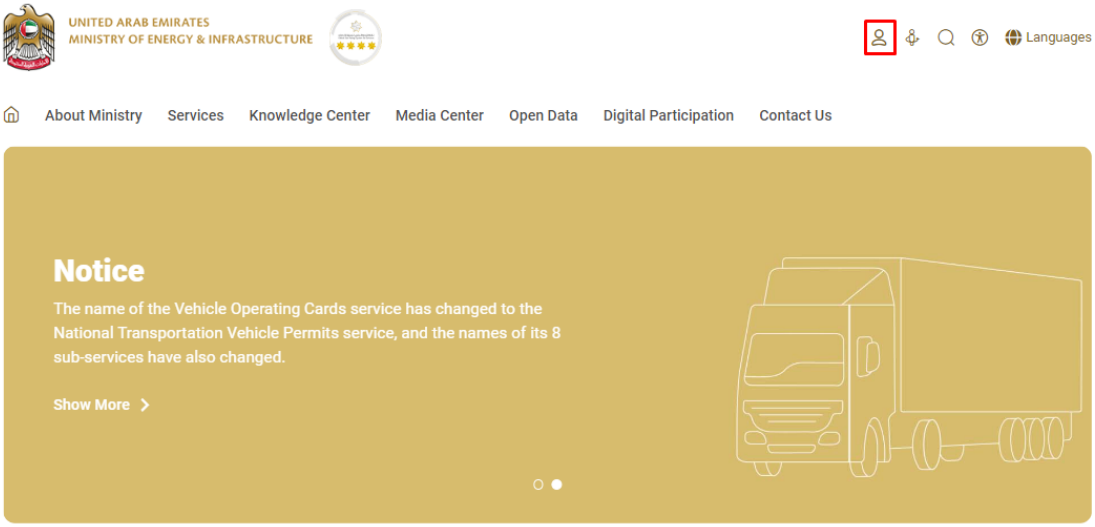
Emergency / Urgent Maintenance Service for Federal Buildings

Assets Service

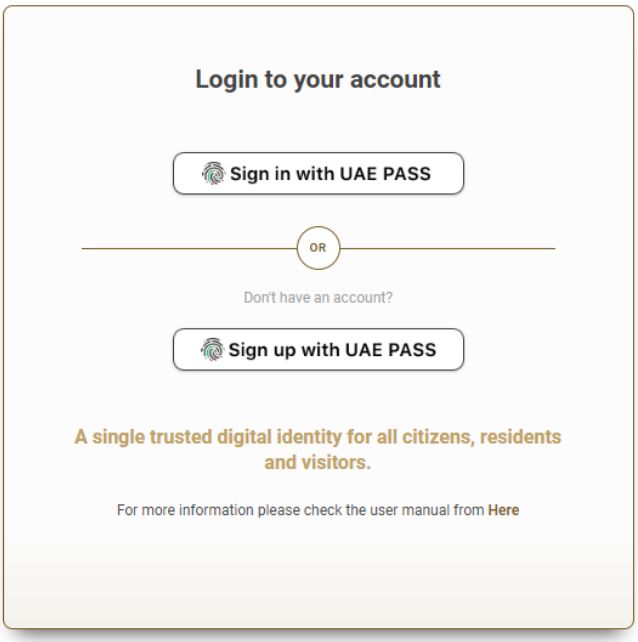
V 2.1

2023

1. **Open MOEI website: https://www.moei.gov.ae**
2. **Click on "LOGIN" on the header**



3. **Then it will redirect you to the Login page, you need to login using the UAE Pass as this service is intended for the authorized government entities only.**



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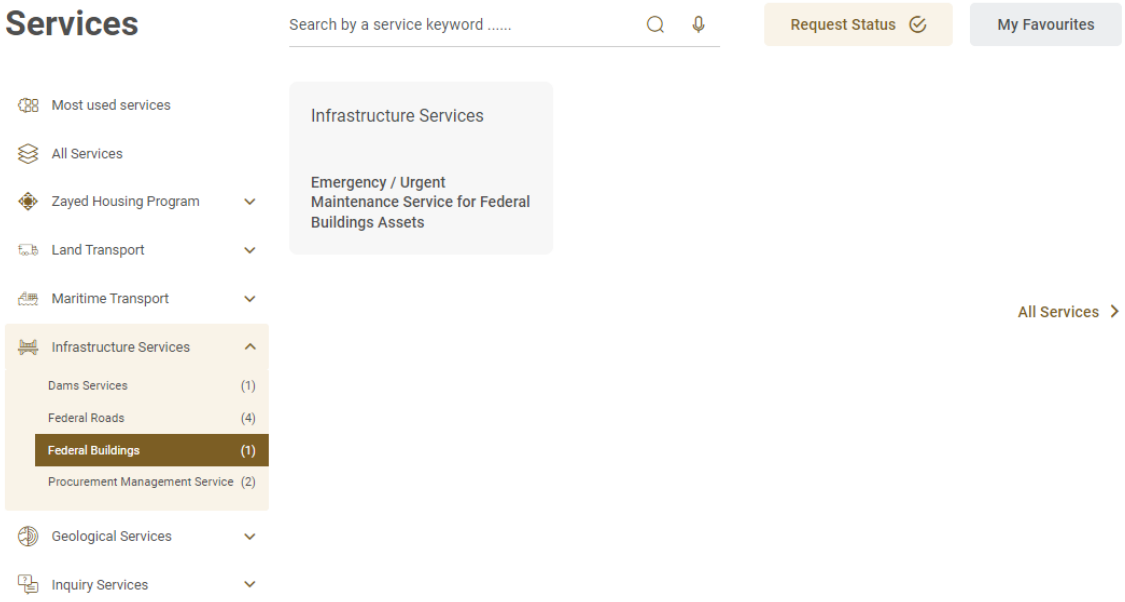
4. From the home page, go to “Services Section” and then choose “Infrastructure Services” then “Federal Buildings”.



5. From Services page, choose “Infrastructure Services” then “Federal Buildings”. Then select the needed service “Emergency / Urgent Maintenance Service for Federal Buildings Assets”, you can view the service Info or start the service immediately.

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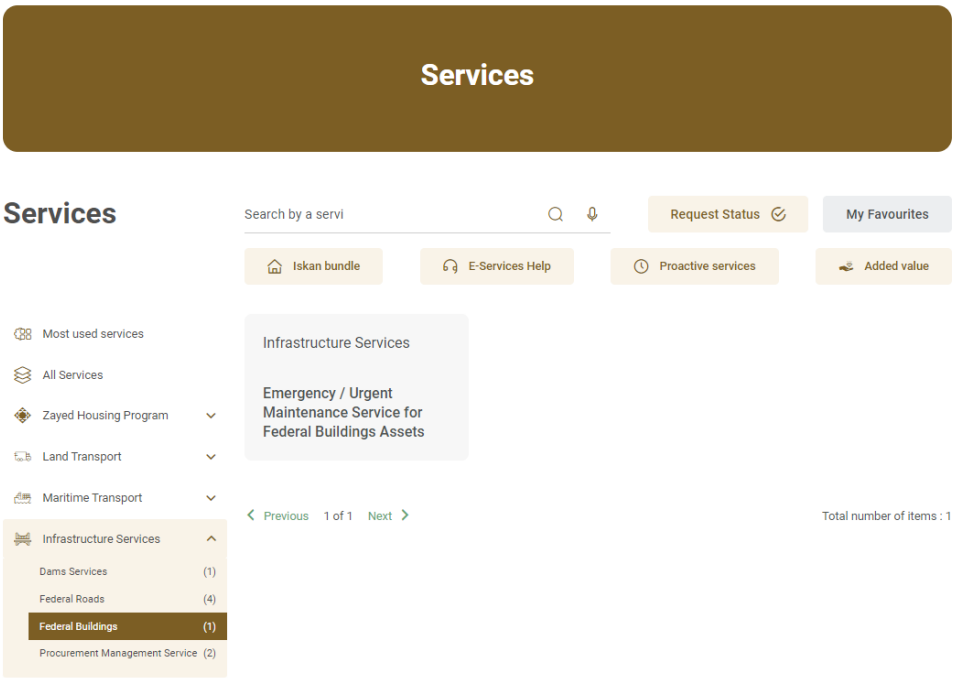
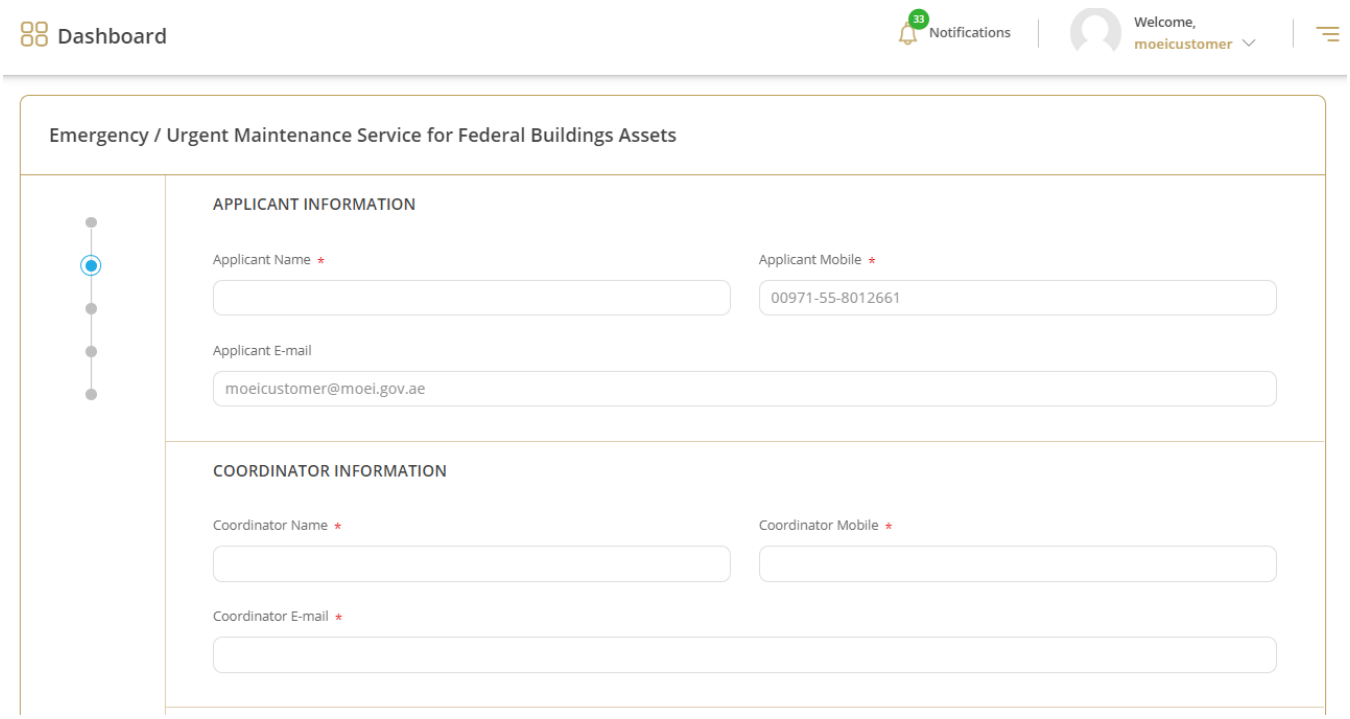


6. **Fill the applicant Information.**



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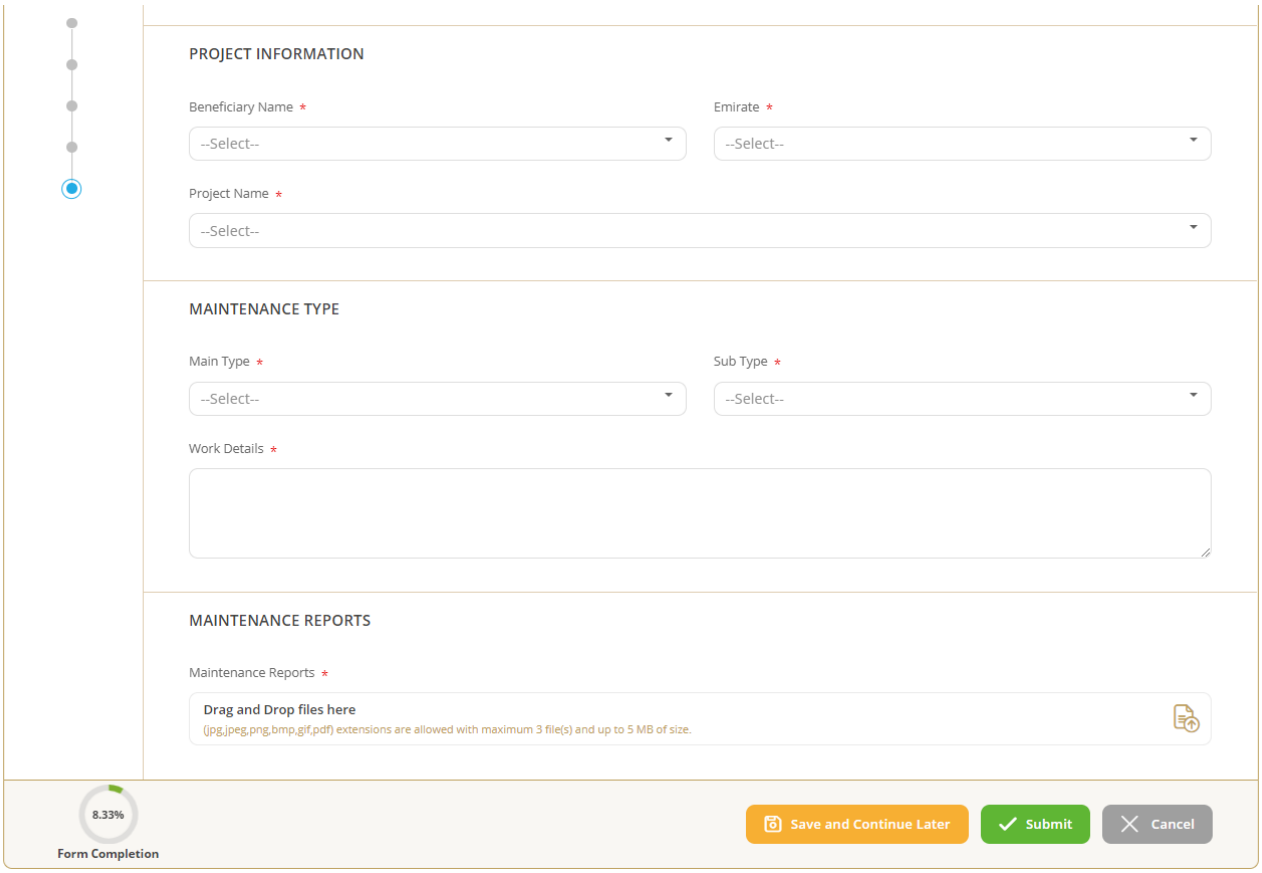
7. **Fill the project Information, and specify the main type of required maintenance (emergency maintenance or urgent maintenance). Based on the selected main type, it is required to define a list of work items where more than one item can be selected from the list & Upload the needed documents.**



8. **Submit the request by clicking on "Submit" button, or you can click on "Save and Continue Later" to save the request and modify it later before sending it to the Ministry.**

9. **Fill the satisfaction survey about the eService, when the following pop-up shows up:**

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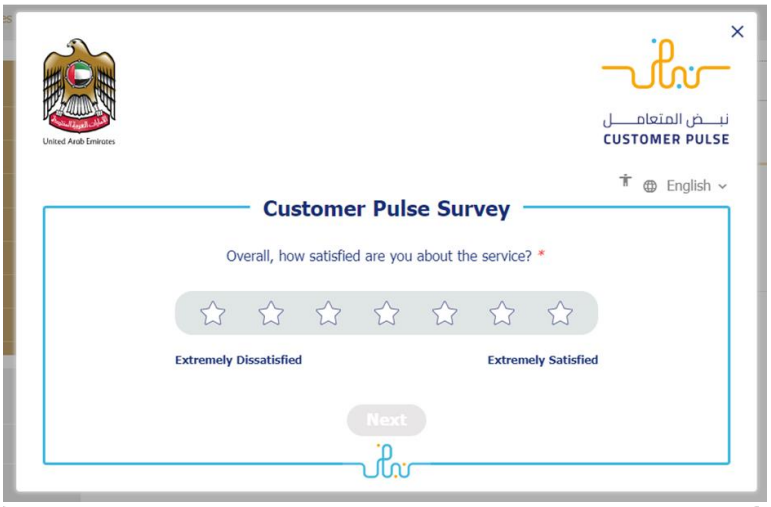

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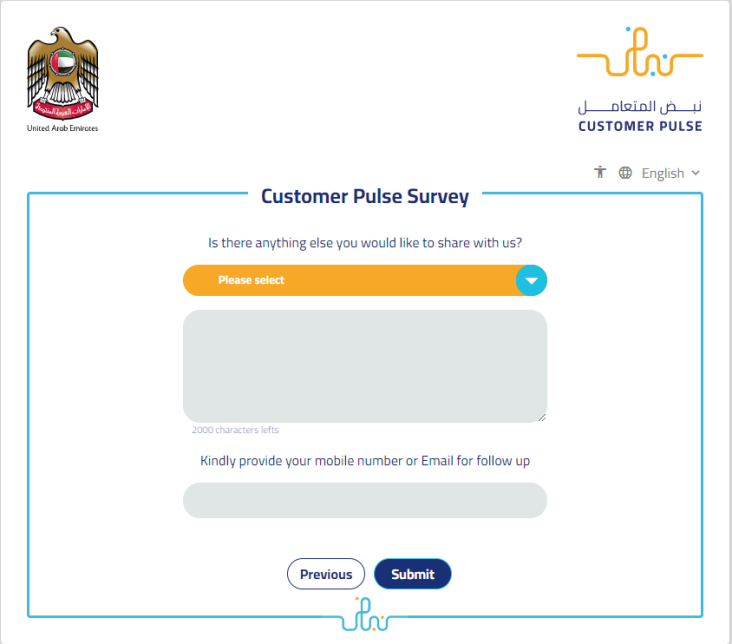
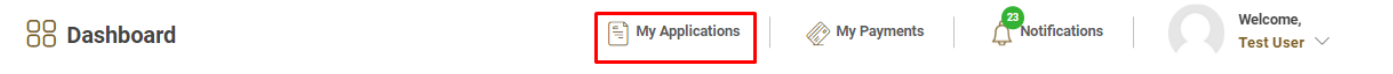


10. After the application is approved by the ministry, an email notification will be sent to you. However, you can also follow up and track your request status from the end user dashboard.
11. After the application is approved by the ministry, you will receive the Certificate automatically via email. However, you can also view and download the certificate from the end user dashboard through Request Status boxes Or My Application:

12. <u>My Application/My Payment:</u>

    a. Click on the My Application as shown in the image below



    b. for searching/filtering the requests based on Reference Number/Request Date/Service Name/Request Status:

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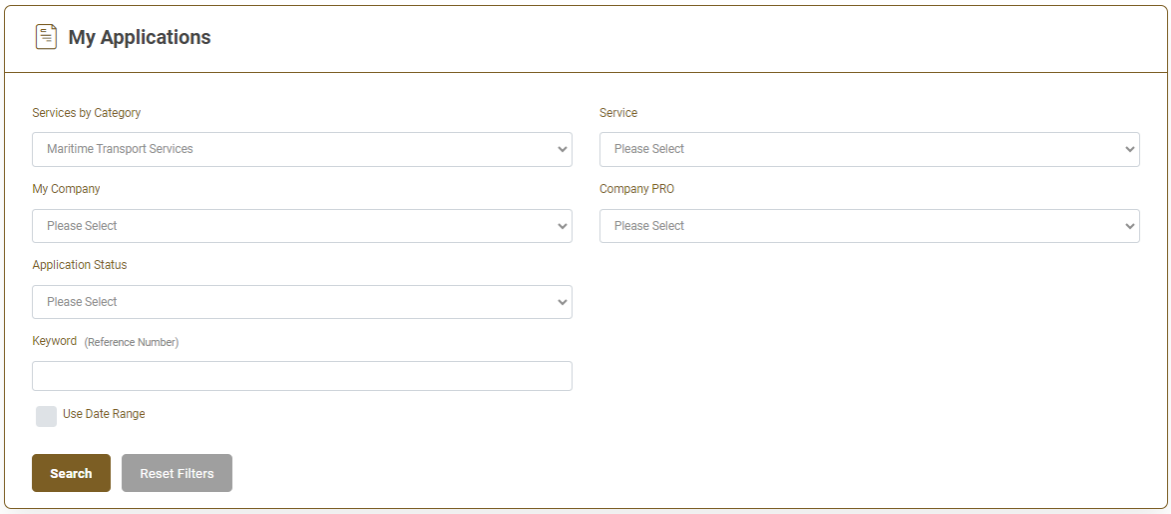

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