UNITED ARAB EMIRATES MINISTRY OF ENERGY & INFRASTRUCTURE



User Manual

Emergency / Urgent Maintenance Service for Federal Buildings

Assets Service

V 2.1 2023

- 1. Open MOEI website: <u>https://www.moei.gov.ae</u>
- 2. Click on "LOGIN" on the header

	UNITED ARAB MINISTRY OF E	EMIRATES NERGY & INFR						<u>ڳ</u>	08	languages
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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.

	Login to your account
	Sign in with UAE PASS
	OR
	Don't have an account?
	Sign up with UAE PASS
A single t	rusted digital identity for all citizens, residents and visitors.
For m	ore information please check the user manual from Here

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

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Federal Roads Federal Buildings	(4) (1)					
Procurement Management Servi	ce (2)					
Inquiry Services	~					

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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Emergency /	Urgent Maintenance Service for Federal Buildings Asset	S	
•	APPLICANT INFORMATION		
•	Applicant Name *	Applicant Mobile * 00971-55-8012661	
•	Applicant E-mail moeicustomer@moei.gov.ae		
-	COORDINATOR INFORMATION		
	Coordinator Name *	Coordinator Mobile *	
	Coordinator E-mail *		

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.

•	PROJECT INFORMATION		
•	Beneficiary Name *	Emirate *	
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	Select		•
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	Main Type *	Sub Type *	
	Select	Select	•
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Form Completion			

- 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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Emergency/ Urgent Maintenance Service for Federal Buildings Assets Service

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	Customer Pulse Survey	† ⊕ English ∨
	Is there anything else you would like to share with us?	
	Please select	
	2000 characters lefts Kindly provide your mobile number or Email for follow up	

- 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 Dashboard	الله My Applications	My Payments	Notifications	Welcome, Test User V
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b. for searching/filtering the requests based on Reference Number/Request
 Date/Service Name/Request Status:

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