

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

Hassantuk for Buildings

Moi Services Website

User Manual



1. Access to the Service:

Go to **Civil Defence** services and choose **Hassantuk for buildings** service below **Hassantuk - Commercial Properties** sub-menu as shown below, then click on **start service** button.

The screenshot displays the E-Services Dashboard. At the top, there is a navigation bar with 'E-SERVICES' and 'DASHBOARD' on the left, and 'العربية' on the right. Below the navigation bar, there is a search bar and a main content area. The main content area is titled 'CIVIL DEFENCE SERVICES' and contains several sub-menus: 'Hassantuk - Homes', 'Hassantuk - Commercial Properties', 'Preventive Fire Safety for Institutions', 'Prevention & Safety Procedures for Vehicles', 'Consulting Firms Licensing Applications', and 'Other Services'. The 'Hassantuk - Commercial Properties' sub-menu is highlighted with a red box. Below this sub-menu, there are two service cards: 'Hassantuk for Buildings' and 'Hassantuk - Commercial Properties Application Inquiry'. The 'Hassantuk for Buildings' card is highlighted with a red box and contains a 'Start Service' button. The 'Hassantuk - Commercial Properties Application Inquiry' card also contains a 'Start Service' button. On the left side of the dashboard, there is a vertical menu with icons for various services: 'Traffic Services', 'Policing Services', 'Punitive & Reformatory', 'Civil Defence Services', 'Weapons & Explosives', 'Private Security Business Department Services', 'Other Services', and 'Public Services'. The 'Civil Defence Services' icon is highlighted with a red box.



2. Service Steps:

1. Enter application information which include the following:

1.1. Fill in the Property / Company data that you want to add to complete your new Hassantuk request.

Application Info. Attachments Online Payment

Step: Application Info.

Based on the property category, the related fees shall be calculated. After successfully paying the fees, you will be able to schedule service requests to install the Alarm Equipment.

Property Name *
Your Property Name

Building ID (Municipality) *
Building municipality number

Building ID (Civil Defense)
Building civil defense number

Property Type *
Please Select

Property Sub Type *
Please Select

Landline *
(e.g. 02xxxxxxx)

Area (Square Feet) *
Please Select

Height (Meter) *
Please Select

Property Email *
(e.g. email@address.com)

Emirate *
Please Select

City *
Please Select

Territory *
Please Select

Do you store/use any hazardous material ? *
Please Select

Do you have Fire pump ? *
Please Select

Do you have Kitchen Hood Suppress System ? *
Please Select

Address Line1 *
Building main address

Address Line2
Additional address details



1.2. Fill in the property / company manager information.

Property Manager / Company Information

Owner, Manager is the same

Property Manager Name / Company Name *

Property Manager Emirate ID *

Property Manager Email *

Property Manager Phone *

1.3. Determine whether or not a Fire plan exists (Note: if there is a plan you will have attached in the attachment step).

Emergency Fire Plan System

Fire Plan Available ? *

Develop Fire Plan with Hassantuk ? *



1.4. Enter emergency contacts details (according to priority).

In case of Fire/Emergency

Primary Contact

Name * Phone *

Secondary Contact

Name * Phone *

Tertiary Contact

Name Phone

1.5. Add maintenance / BMS companies by clicking on **Add company** button, to complete your application.

General Maintenance/BMS Companies

Please add General Maintenance and BMS Companies. !

Add Company

Next



1.5.1. After clicking on add company button the below form will appear, enter required data then click on **Ok** button.

Company

Company Type *
Please Select

Company Name *
Company Name

Primary Contact Name *
Primary Contact Name

Primary Contact Phone *
Primary Contact Phone

Primary Contact Email *
Primary Contact Email

Secondary Contact Name *
Secondary Contact Name

Secondary Contact Phone *
Secondary Contact Phone

Secondary Contact Email *
Secondary Contact Email

OK Cancel

2. Upload Required attachments then click on **Next** Button.

Application Info. Attachments Online Payment

Step: Attachments

Based on the property category, the related fees shall be calculated. After successfully paying the fees, you will be able to schedule service requests to install the Alarm Equipment.

Document file should be less than 5120 KB (5 MB) in size and of pdf,ppt,doc,docx type only.

Image should be less than 5120 KB (5 MB) in size and of JPG/JPEG types only.

Upload Photo
* Upload

Upload Document
* Upload

Next



3. Hassantuk Installation fee and first year MOI annual registration fees will be displayed as shown below click on **Pay Now** button to be redirected to the payment gateway.

Application Info.
Attachments
Online Payment

Step: Online Payment

Based on the property category, the related fees shall be calculated. After successfully paying the fees, you will be able to schedule service requests to install the Alarm Equipment. !

This includes Hassantuk Installation fee and first year MOI Annual Registration fee. !

Property Name	edsgh
Property Number	PROP-AUH-1002-000658
Invoice Type	Registration
Invoice Number	INV-00724-J4F5C3
Payment Status	Not Paid
Due Date	07/11/2019 06:29 AM

No.	Serial	Description	Quantity	Amount (AED)
1	000000-0001	Moi Annual Charges for HASSANTUK - Buildings Category 5	1	8000
2	000000-0001	One Time Installation Fee - Hassantuk for Buildings Category 5	1	23750
Total Amount				31750 AED

Showing 1 to 2 of 2 entries

Pay Now



4. You will be redirected to the payment gateway of the Ministry of Interior, to pay the service fees follow these steps:

4.1. Select the required payment method then click on **calculate price**.

Ministry of Interior
Session time left: 00:06:44

Method Confirm

Select the required payment method

Card Bank Transfer

Cancel Process Calculate Price

4.2. Review the details of the amount due for payment then click on **proceed with payment** button to continue the payment process.

You can also change payment method by clicking on **change payment method** button or cancel payment by clicking on **cancel process**.

Ministry of Interior
Session time left: 00:05:42

Method Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
MOI test service 1	150 AED	0.00 AED	1	150 AED
Total				150 AED

Request Fees

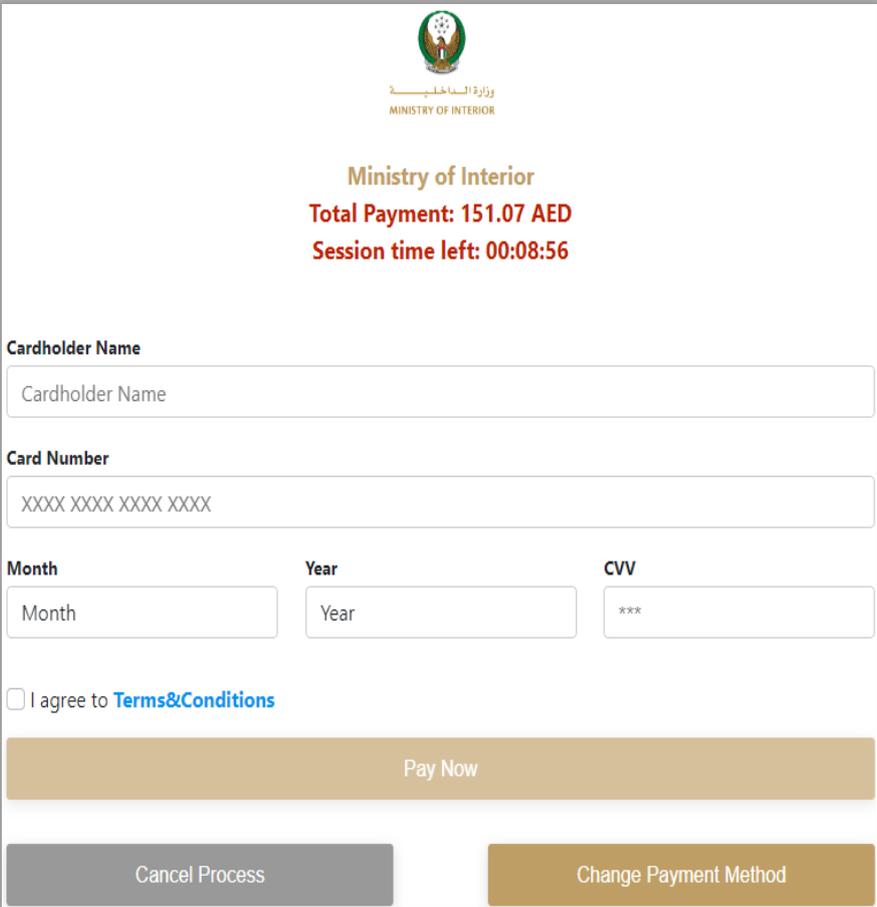
Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	1.02 AED	0.05 AED	1.07 AED
Total			1.07 AED

Total Tax	0.05 AED
Total Amount	151.07 AED

Cancel Process Change Payment Method Proceed With Payment



4.3. If you confirm to proceed with payment, add card details then click on **Pay Now** icon.



وزارة الداخلية
MINISTRY OF INTERIOR

Ministry of Interior
Total Payment: 151.07 AED
Session time left: 00:08:56

Cardholder Name
Cardholder Name

Card Number
XXXX XXXX XXXX XXXX

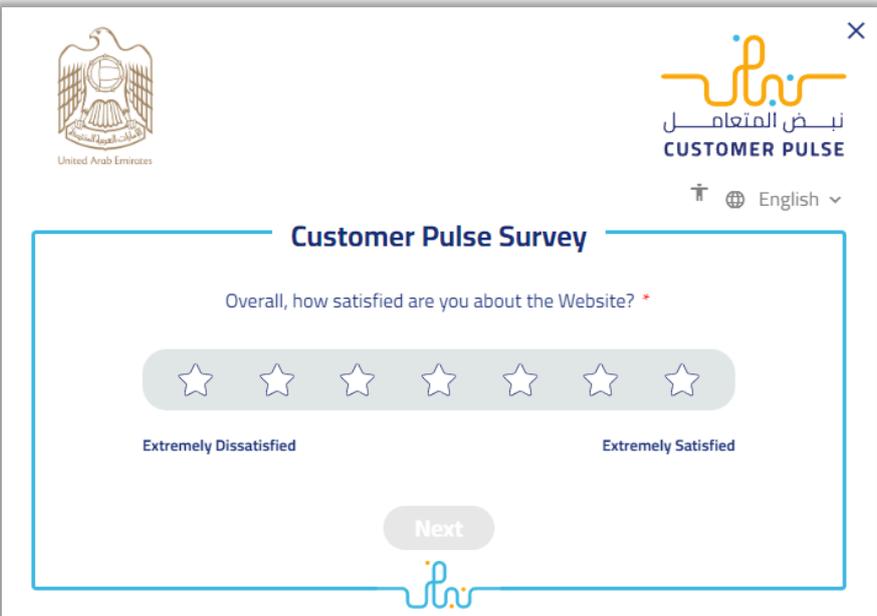
Month **Year** **CVV**
Month Year ***

I agree to [Terms&Conditions](#)

Pay Now

Cancel Process Change Payment Method

5. Add your rating of the service through the customer pulse survey screens shown below.



United Arab Emirates

نبض المتعامل
CUSTOMER PULSE

English

Customer Pulse Survey

Overall, how satisfied are you about the Website? *

Extremely Dissatisfied Extremely Satisfied

Next