

UNITED ARAB EMIRATES  
MINISTRY OF INTERIOR



الإمارات العربية المتحدة  
وزارة الداخلية

# Hassantuk for Homes

Moi Services Website

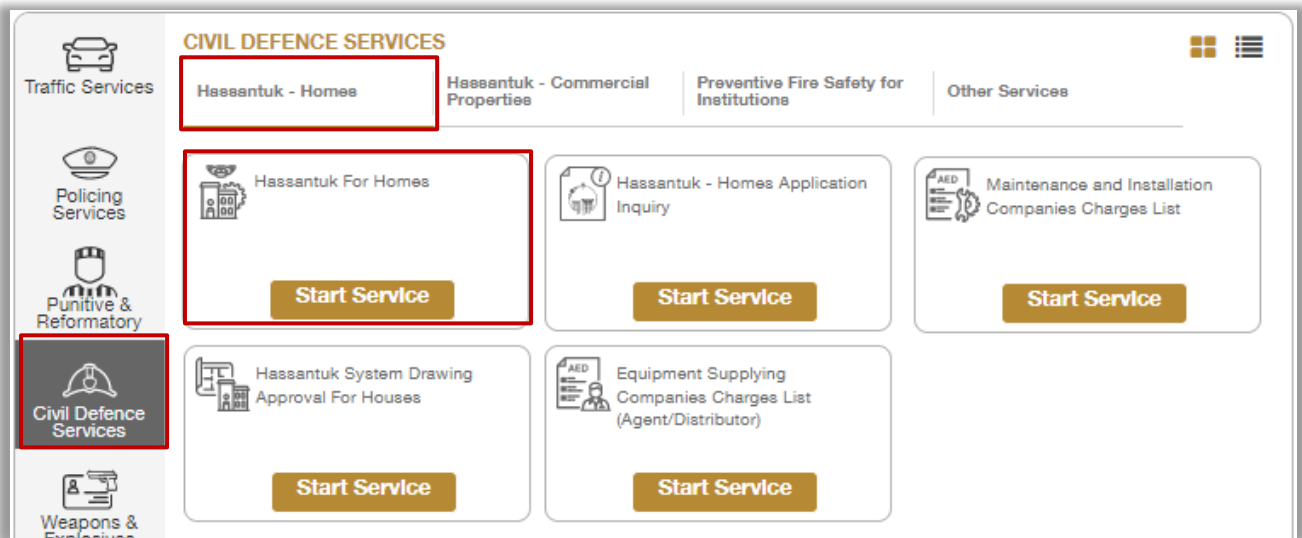
User Manual





## 1. Access to the Service:

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





## 2. Service Steps:

- 1.To add new request for hassantuk system click on **New Request** button.

**Hassantuk For Homes**

**Service Description**  
It is a service whereby a device connected to fire systems in the control room is installed in homes, Resulting in a speed of response and systems effectiveness, Allowing users to follow up on previous submitted applications.

Emirates ID    **784198370598025**

**i** You can view the list of charges from the followings:

1. Maintenance and installation companies charges list ([View Charges](#))
2. Equipment supplying companies charges list (agent/distributor) ([View Charges](#))

**New Request**

**Filter**

Application Number

Status

Search

Reset

**Application Number:**  
2022-1-751622

Application Date	23/01/2022
Emirate	Abu Dhabi
Plot Number	56
Status	New
House Type	Established
Approval Number	-

DETAILS

CANCEL

**Application Number:**  
2022-3-751619

Application Date	21/01/2022
Emirate	Sharjah
Plot Number	15
Status	New
House Type	Established
Approval Number	-

DETAILS

CANCEL



2. The applicant's details are displayed which includes: Emirates ID number, applicant name, Email and mobile number, click on **Next** button to go to the next step.

Applicant Details Request Info. Tracking Info.

Step: Applicant Details

Emirates ID Number	784198370598025
Applicant Name	MOHAMMAD MARUF ELSAYED
Email Address	amanysayedahmed123@gmail.com
Mobile Number	0502683020 <small>ex. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx</small>

Next

3. Enter the application data, which includes: **Emirate**, **plot number** and **house type**, which is divided into two main types: **new** and **established**.

- 3.1. If you choose a **new** home type, you must specify the **drawing approval application** number and the **maintenance company** responsible for installing your Hussantak system at home and maintenance contract procedures, then click on **submit** button to successfully submit your application.

Applicant Details Request Info. Tracking Info.

Step: Request Info.

Emirate *	Abu Dhabi
Plot Number *	56 <small>Text only is allowed.</small>
House Type *	New
Drawing Approval App. Number *	2021-1-751421
Maintenance Company *	STG-99147

Save Draft Submit



3.2. If you choose the **established** home type, select the **maintenance company** responsible for installing your Hussantuk system at home and maintenance contract procedures, then click on **submit** button to successfully submit your application.

Applicant Details Request Info. Tracking Info.

Step: Request Info.

Emirate\* Abu Dhabi

Plot Number\* 56  
Text only is allowed.

House Type\* Established

Maintenance Company\* STG-99147

Save Draft Submit

4. To confirm submission of your application click on **Yes** button.

Confirmation

Are you sure you want to submit this application?

NO YES



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

The screenshot shows the 'Customer Pulse Survey' interface. At the top left is the United Arab Emirates emblem. At the top right is the 'نابض المتعامل' (Customer Pulse) logo with the text 'CUSTOMER PULSE' and a language dropdown set to 'English'. The main heading is 'Customer Pulse Survey'. Below it, the question is 'Overall, how satisfied are you about the Website?'. There is a row of seven stars for rating, with the first star selected. Below the stars are the labels 'Extremely Dissatisfied' and 'Extremely Satisfied'. At the bottom center is a 'Next' button.

6. Your request has been successfully sent, and your application number will appear to follow up on your application status later.

The screenshot shows the 'Tracking Info.' step of a process. At the top are three tabs: 'Applicant Details', 'Request Info.', and 'Tracking Info.'. Below the tabs, it says 'Step: Tracking Info.'. A green box with a checkmark contains the message 'Your request has been sent successfully.'. Below this, the 'Application ID' is displayed as '2022-1-751623'. At the bottom, an information box states: 'This ID is for tracking your application, You will be notified with any updates. For further assistance please contact us on 8005000 or through our email moi@moi.gov.ae'.