



# Hassantuk for Buildings

Moi Services Website

## User Journey

Version Number:2.0





## 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 interface. At the top, there is a navigation bar with 'E-SERVICES' and 'DASHBOARD' tabs, and a search bar on the right. The main content area is titled 'CIVIL DEFENCE SERVICES'. On the left, a vertical sidebar lists various service categories: Traffic Services, Policing Services, Punitive & Reformatory, Civil Defence Services (highlighted with a red box), Weapons & Explosives, Private Security Business Department Services, Other Services, and Public Services. The main area shows a grid of service options under 'CIVIL DEFENCE SERVICES'. The 'Hassantuk - Commercial Properties' option is highlighted with a red box. Below it, the 'Hassantuk for Buildings' service is shown with a 'Start Service' button, also highlighted with a red box. Other services like 'Hassantuk - Commercial Properties Application Inquiry' and 'Preventive Fire Safety for Institutions' are also visible.



## 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.

The screenshot shows a form titled "Company" with the following fields:

- Company Type \* (Dropdown menu with "Please Select")
- Company Name \* (Text input)
- Primary Contact Name \* (Text input)
- Primary Contact Phone \* (Text input)
- Primary Contact Email \* (Text input)
- Secondary Contact Name \* (Text input)
- Secondary Contact Phone \* (Text input)
- Secondary Contact Email \* (Text input)

Buttons: **OK** and **Cancel**

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

The screenshot shows the "Attachments" step of the application process. It includes the following instructions:

- 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.

Buttons: **Upload Photo**, **Upload Document**, and **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
<b>Total Amount</b>				<b>31750 AED</b>

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
<b>Total</b>				<b>150 AED</b>

Request Fees

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	1.02 AED	0.05 AED	1.07 AED
<b>Total</b>			<b>1.07 AED</b>

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