



# Hassantuk for Homes

MOI Services Website

## User Journey

Version Number:2.0





## 1. Access to the Service:

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

The screenshot displays the 'CIVIL DEFENCE SERVICES' section of a web portal. On the left, a vertical navigation menu includes 'Traffic Services', 'Policing Services', 'Punitive & Reformatory', 'Civil Defence Services' (highlighted), and 'Weapons & Explosives'. The main content area is titled 'CIVIL DEFENCE SERVICES' and contains several service cards. The 'Hassantuk - Homes' sub-menu is highlighted with a red box. Below it, the 'Hassantuk For Homes' card is highlighted with a red border and features a 'Start Service' button. Other cards include 'Hassantuk - Commercial Properties', 'Preventive Fire Safety for Institutions', 'Hassantuk - Homes Application Inquiry', 'Maintenance and Installation Companies Charges List', 'Hassantuk System Drawing Approval For Houses', and 'Equipment Supplying Companies Charges List (Agent/Distributor)'. Each card also features a '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**

<b>Application Number:</b> 2022-1-751622	<b>Application Number:</b> 2022-3-751619
Application Date <b>23/01/2022</b>	Application Date <b>21/01/2022</b>
Emirate <b>Abu Dhabi</b>	Emirate <b>Sharjah</b>
Plot Number <b>56</b>	Plot Number <b>15</b>
Status <b>New</b>	Status <b>New</b>
House Type <b>Established</b>	House Type <b>Established</b>
Approval Number <b>-</b>	Approval Number <b>-</b>
<b>i</b> <b>x</b> DETAILS CANCEL	<b>i</b> <b>x</b> 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.

The screenshot shows a web interface with three steps: Applicant Details, Request Info, and Tracking Info. The 'Applicant Details' step is active. It displays the following information:

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

A 'Next' button is located at the bottom right of the form.

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.

The screenshot shows the 'Request Info' step of the application process. It contains the following fields:

- Emirate\*: Abu Dhabi
- Plot Number\*: 56 (Text only is allowed.)
- House Type\*: New
- Drawing Approval App. Number\*: 2021-1-751421
- Maintenance Company\*: STG-99147

Buttons for 'Save Draft' and 'Submit' are located at the bottom right.



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.

United Arab Emirates

نبض المتعامل  
CUSTOMER PULSE

English

### Customer Pulse Survey

Overall, how satisfied are you about the Website? \*

Extremely Dissatisfied      Extremely Satisfied

Next

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

Applicant Details      Request Info.      Tracking Info.

Step: Tracking Info.

Your request has been sent successfully. ✓

Application ID      2022-1-751623

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