

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

Hassantuk for Homes

Moi Services Website

User Manual

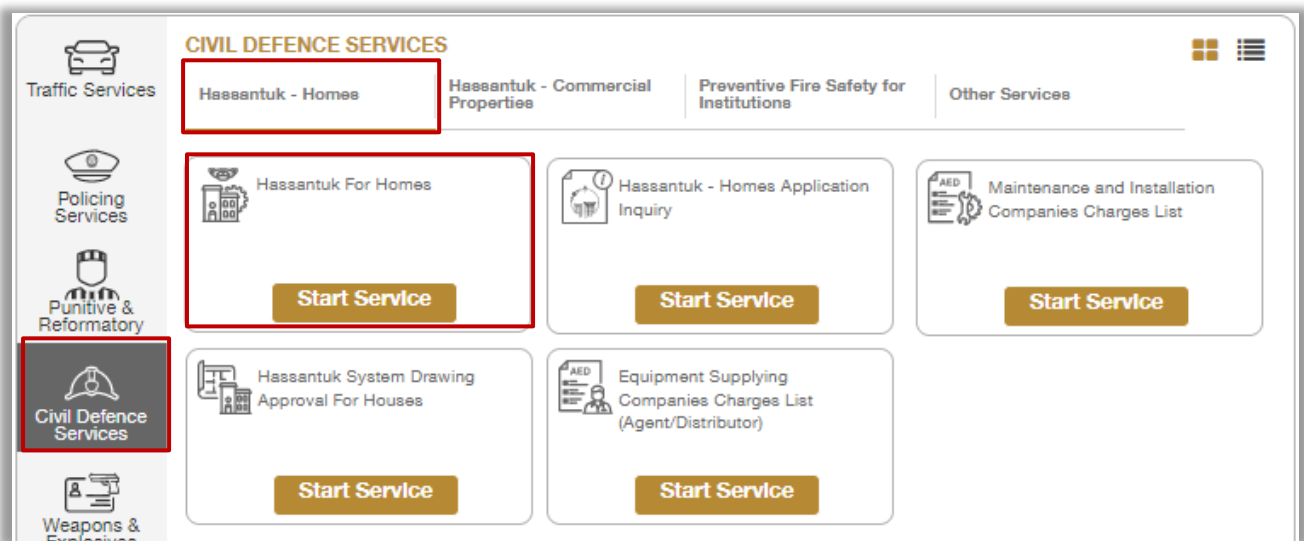
Version 2.0





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.

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.

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.

The screenshot shows the 'Request Info.' step of the application process. It features four input fields: 'Emirate' with a dropdown menu set to 'Abu Dhabi', 'Plot Number' with a text input containing '56' and a note 'Text only is allowed.', 'House Type' with a dropdown menu set to 'Established', and 'Maintenance Company' with a dropdown menu set to 'STG-99147'. At the bottom right, there are two buttons: 'Save Draft' and 'Submit', with the 'Submit' button highlighted by a red border.

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

The screenshot shows a confirmation dialog box with a title bar that says 'Confirmation' and a close button 'x'. The main text of the dialog asks 'Are you sure you want to submit this application?'. At the bottom, there are two buttons: 'NO' and 'YES', with the 'YES' button highlighted by a red border.



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 and a close button. Below the logo is a language selector set to 'English'. The main heading is 'Customer Pulse Survey'. The question is 'Overall, how satisfied are you about the Website?'. Below the question is a row of seven stars for rating. The first star is highlighted. 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 is a progress indicator showing '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'. An information icon is on the right of this box.