



UNITED ARAB EMIRATES
MINISTRY OF INFRASTRUCTURE
DEVELOPMENT

User's Guide

**Channels / links to access e-services
in Ministry of Infrastructure Development Website**



Steps access to e-services in the the Ministry of Infrastructure Development Website:

You can access electronic services in the following ways:

In the Main Website Page:

1. The list of custom searches to look for services
2. Services Directory link in the main menu
3. The user can search for the services by clicking on the category, then list of services will be accessible

The screenshot displays the website's main page. At the top, the logo and name of the Ministry of Infrastructure Development are visible. A search bar is located in the top right corner. Below the header, a navigation menu includes links for 'ABOUT MINISTRY', 'SERVICE DIRECTORY', 'MEDIA CENTER', 'KNOWLEDGE CENTER', 'OPEN DATA', 'E-PARTICIPATION', and 'INITIATIVES'. The 'SERVICE DIRECTORY' link is highlighted with a red box. Below the navigation menu, a banner features the text: 'We are happy to serve you .. You are on the Top Priority .. Together we made the change for UAE ..'. Underneath the banner, a section titled 'SERVICE CATEGORIES' contains four icons: 'INDIVIDUAL', 'GOVERNMENT', 'CONSTRUCTOR / CONSULTANT', and 'BUSINESS'. A red arrow points from the 'INDIVIDUAL' category icon to a detailed view of the 'INDIVIDUAL SERVICES' section. This section lists various services such as 'Individual services (students and citizens and visitors industry)', 'Road Services', 'Request Service', 'Conveyance of Government Houses Service', and 'Request for previously'. A dropdown menu is open over the 'Request Service' item, showing options like 'Please select', 'Please select', 'Distance Measuring', 'Request Service', 'Conveyance of Government Houses Service', and 'Request for previously'. Below the services list, there are sections for 'MOID PROJECTS' and 'EVENTS', each with a 'View All' link. The 'MOID PROJECTS' section includes a project titled '1 Hospital in AlQassimi Hospital' and another titled 'Establishment of Ash vd children (5 floors + 1 floor for technical Project consists of 38 class action instead of the already existed Music hall- Library + Prayer'. The 'EVENTS' section shows an event for '27/5/2017 - 27/5/2017 Ramadan' with a time of '08:00 AM - 08:00'. A chat widget is visible in the bottom right corner.



In the Side Menu:

- 4. The user can view the most used services
- 5. The user can track his/her request by adding request number/reference number

