User’s Guide

Unified National Platform

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What is the Unified National Platform?

It is a part of Monsha'at Portal that allows the users to follow up on all the services they are registered with to facilitate dealing with the various services, improving the registration process and integrating the access process through the Absher portal.

Who can benefit from this platform?

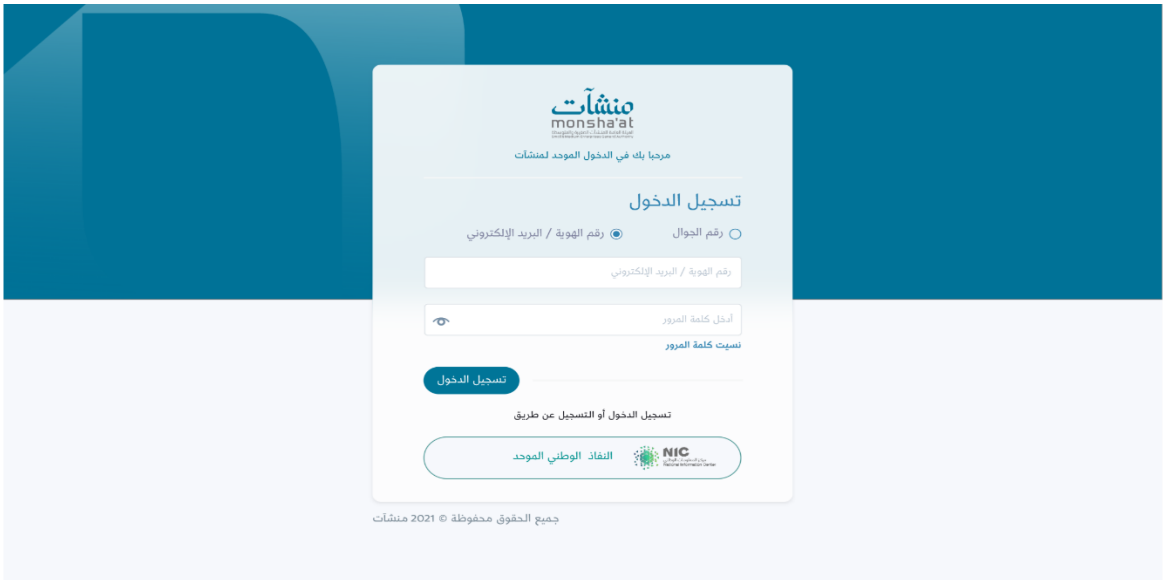
All the users of monsha'at Portal.

1. Registration and Login

1.1 First Login Via National Unified Access platform (User doesn't have account on OUP)

First user should have account on National Unified Access platform

- User Open OUP portal
- Click on Login Via National Unified Access platform button - Figuare1
    - ➢ System will redirect to IAM
- Then user Should login through IAM
    - ➢ System redirect back OUP with the user data (Name & National ID)
- Then first step: user should fill Missing fields in the OUP registration Form (Mobile & Email) and click next
    - ➢ System send OTP message for user to verify his mobile number
    - ➢ System Sent Email verification after mobile verification done
    - ➢ System redirects to Mobile OTP verification page
- Second step: User should verify mobile number using code in the received SMS (Mandatory step)
- Third step: user fill his Interests (Optional) user can skip
    - ➢ Now user is logged in OUP
- Then once user logged in, He will find Email verification Notification to verify his Email


منشآت
monsha'at
مرحبا بك في الدخول الموحد لمنشآت
تسجيل الدخول
رقم الجوال
رقم الهوية / البريد الإلكتروني
رقم الهوية / البريد الإلكتروني
أدخل كلمة المرور
نسيت كلمة المرور
تسجيل الدخول
تسجيل الدخول أو التسجيل عن طريق
النفاذ الوطني الموحد
NIC
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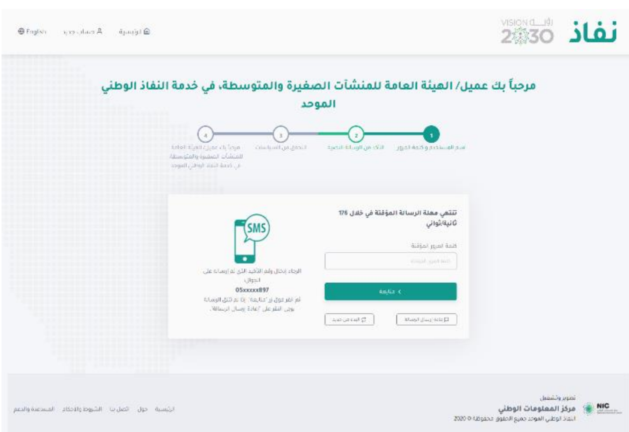
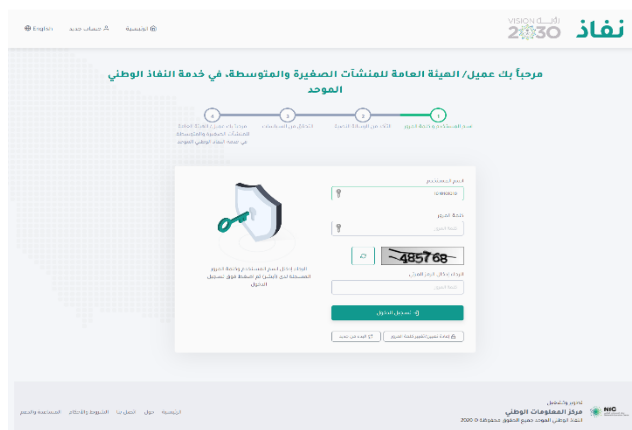

نفاذ
مرحباً بك عميل/ الهيئة العامة للمنشآت الصغيرة والمتوسطة، في خدمة النفاذ الوطني الموحد
SMS
مركز المعلومات الوطني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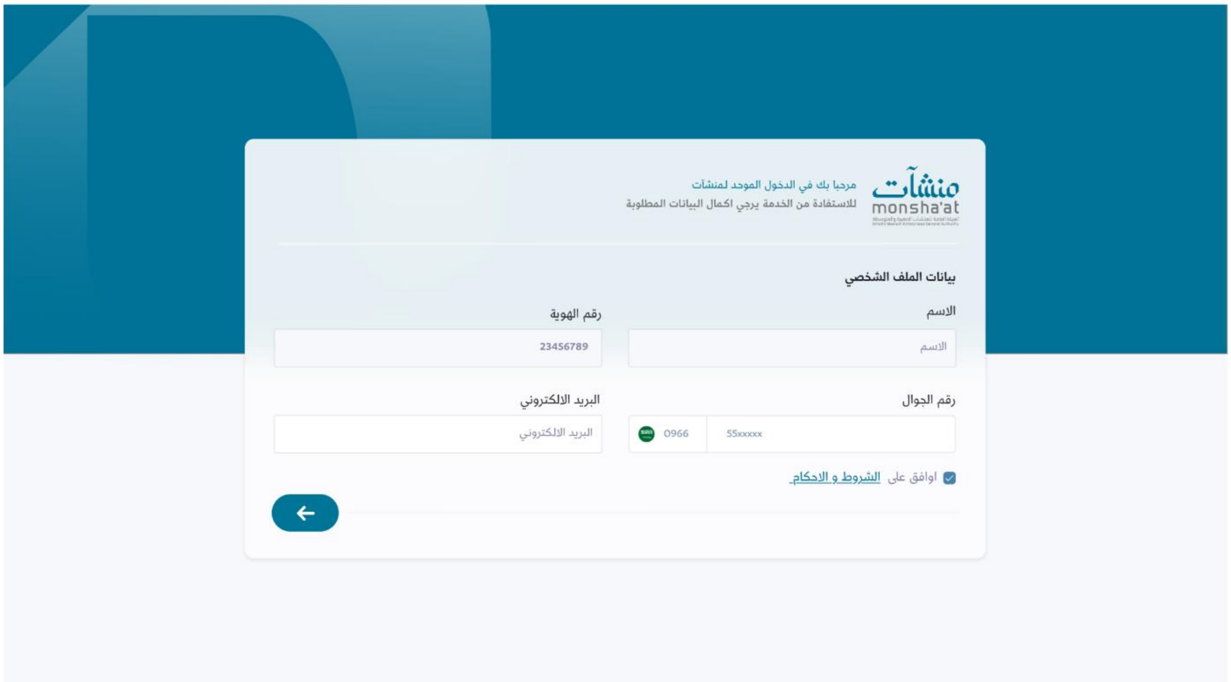
مركز المعلومات الوطني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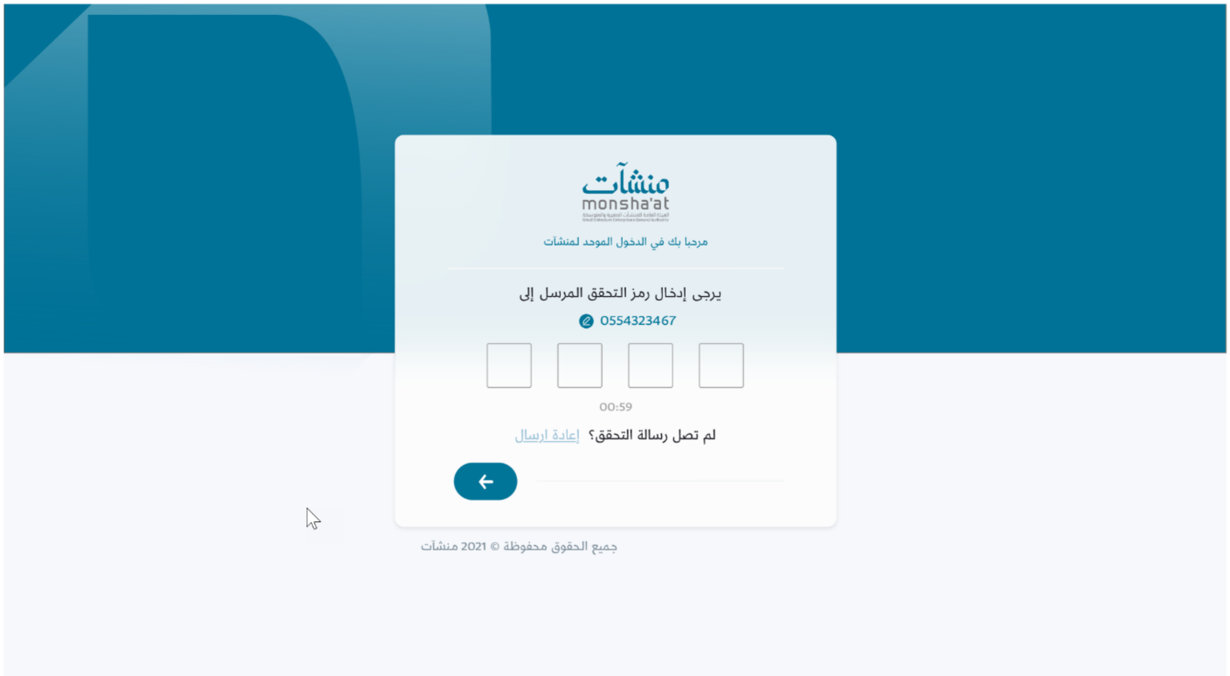
للاستفادة من الخدمة يرجي اكمال البيانات المطلوبة
بيانات الملف الشخصي
الاسم
الاسم
رقم الهوية
23456789
رقم الجوال
0966
55xxxxx
البريد الالكتروني
البريد الالكتروني
اوافق على الشروط و الاحكام


منشآت
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مرحبا بك في الدخول الموحد لمنشآت
يرجى إدخال رمز التحقق المرسل إلى
0554323467
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لم تصل رسالة التحقق؟ إعادة ارسال
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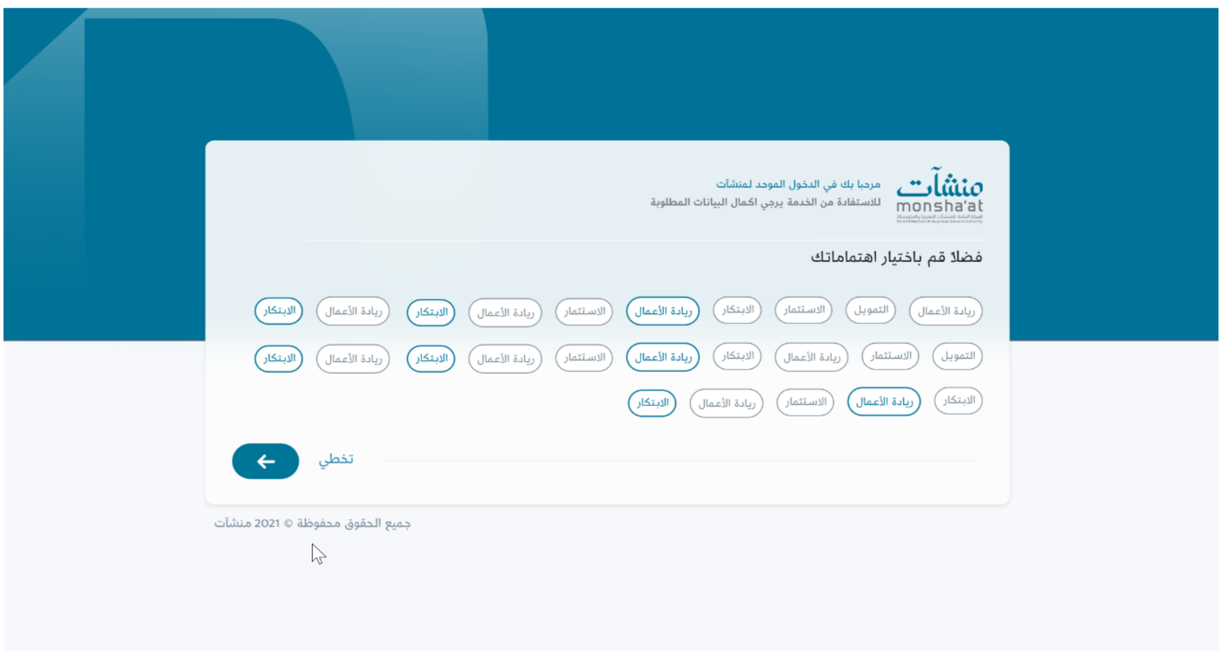
منشآت
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مرحبا بك في الدخول الموحد لمنشآت
للاستفادة من الخدمة يرجى اكمال البيانات المطلوبة
فضلا قم باختيار اهتماماتك
زيادة الأعمال
التمويل
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زيادة الأعمال
الابتكار
تخطي
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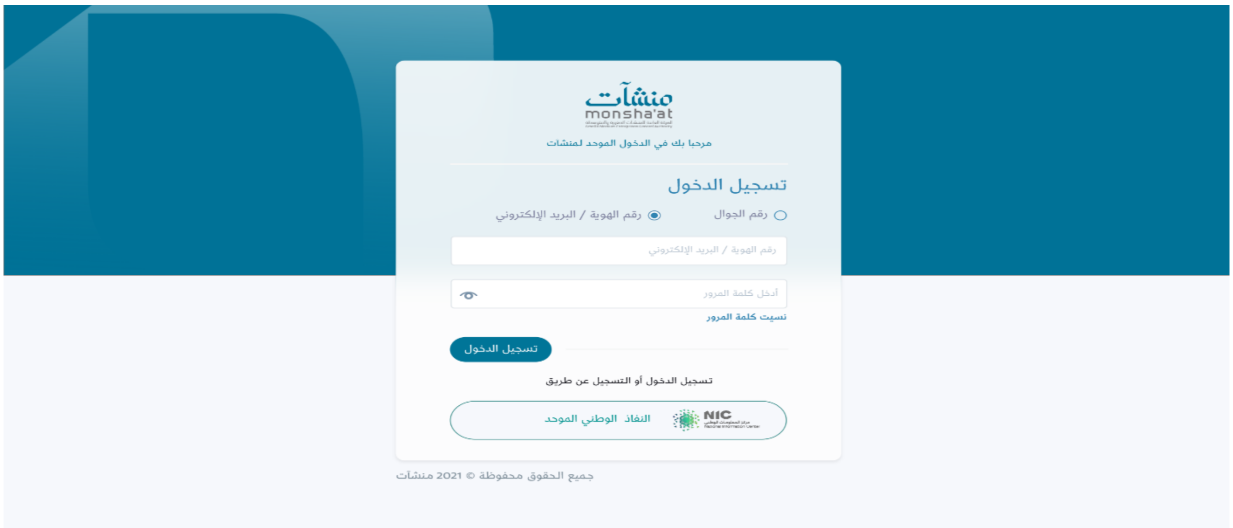
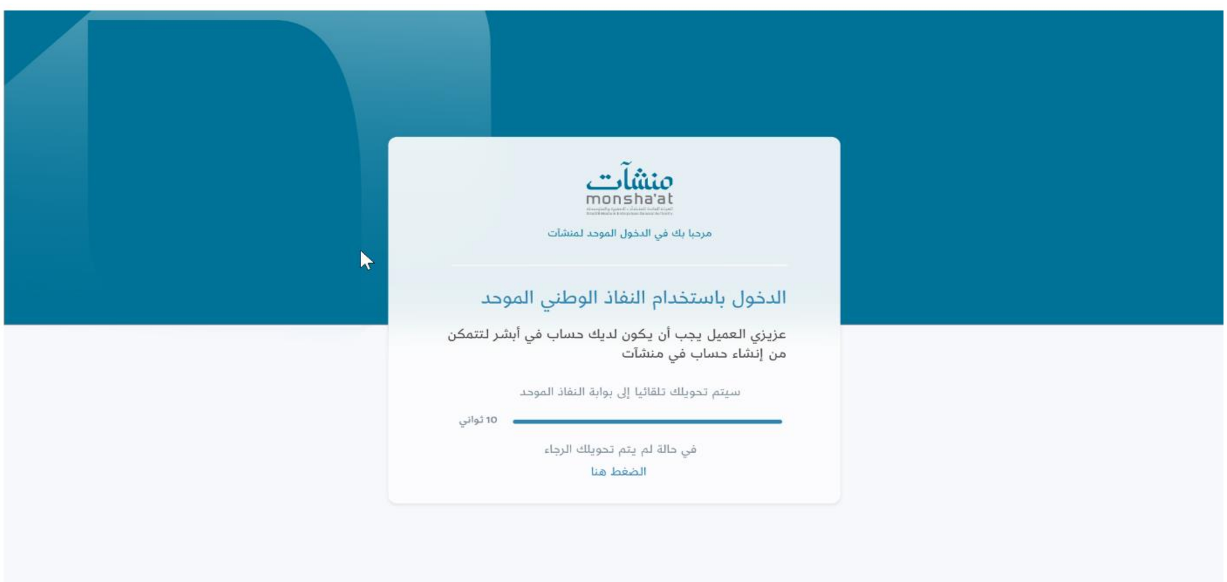
1.2 First Login for Migrated users

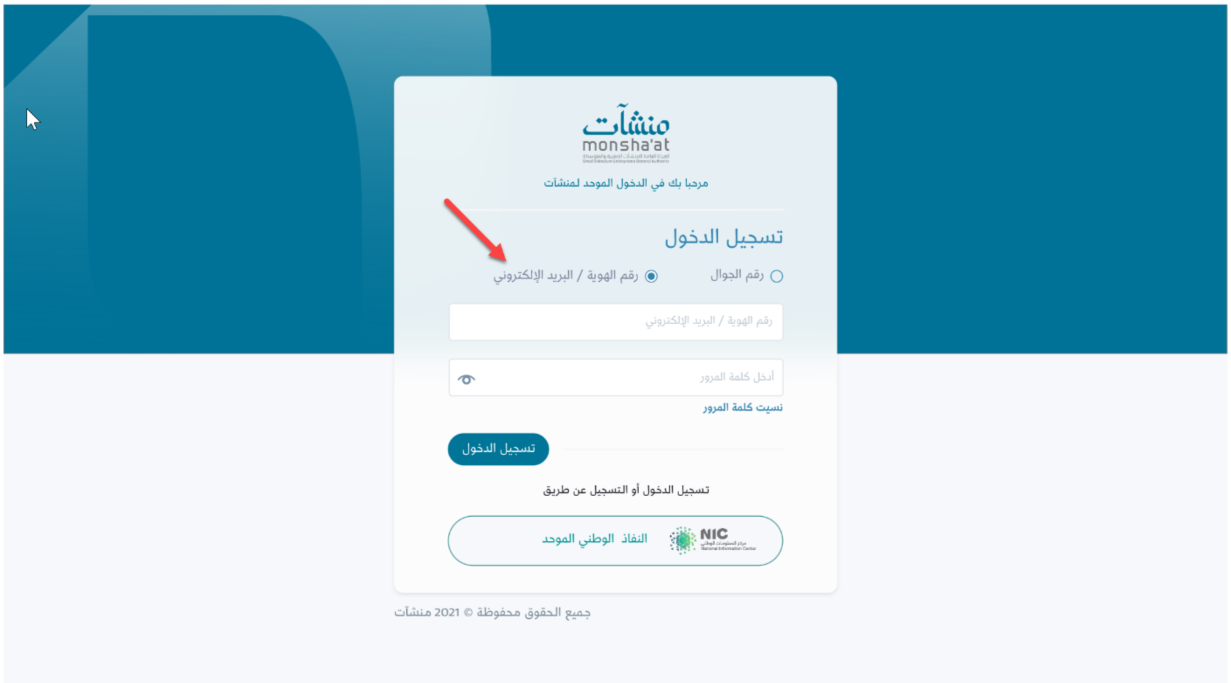
- Open the OUP portal link
- Default choice login by ID/ Email
  - Insert your ID/ Email
  - Insert your password
  - System will redirect to the welcome screen then open IAM portal
- User Will login in IAM
  - System will redirect back to OUP to complete the registration Process as mentioned before





1.3 OUP Normal Login via ID/Email

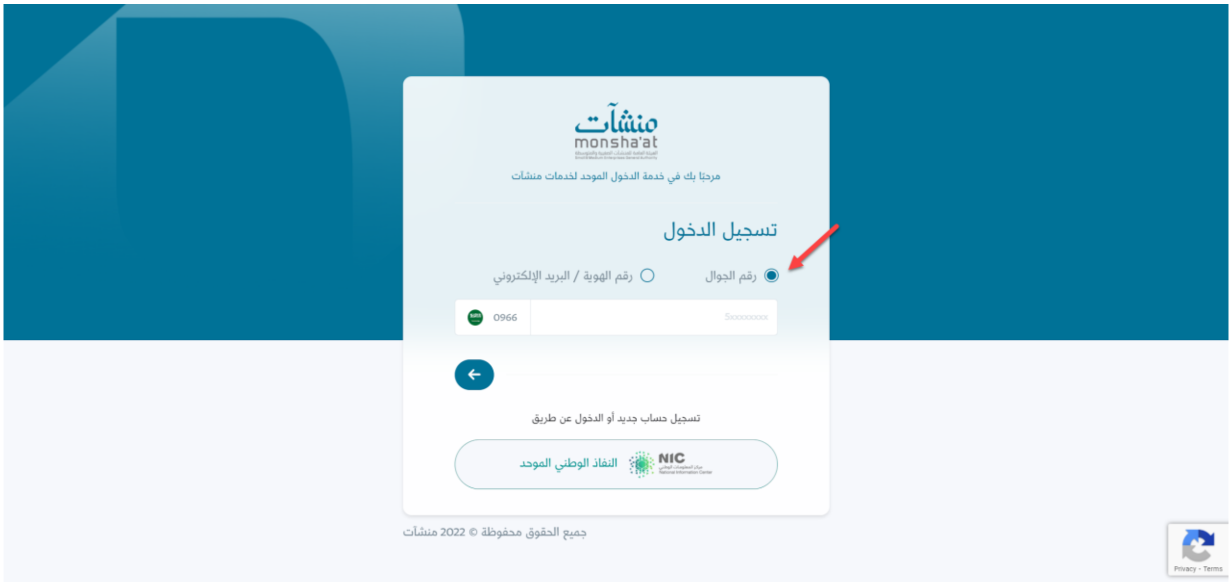
- Open the OUP portal link
- Default choice login by ID/ Email
  - ➢ Insert your ID/ Email
  - ➢ Insert your password
- User is logged in successfully



1.4 OUP Normal Login Via mobile number (Login Quick)

First to be able to use Quick Login you should have (active account and verified mobile numbers)

- Open the OUP portal link
- Choose Login with mobile number
- Insert your verified mobile number
  - ➢ System redirect to Login code page
  - ➢ User will receive Login code number via SMS
  - ➢ In case user doesn't receive Login code number via SMS, will be able to resent another OTP code after 2 minutes
- Then user should insert Login code number
- Now user logged in successfully



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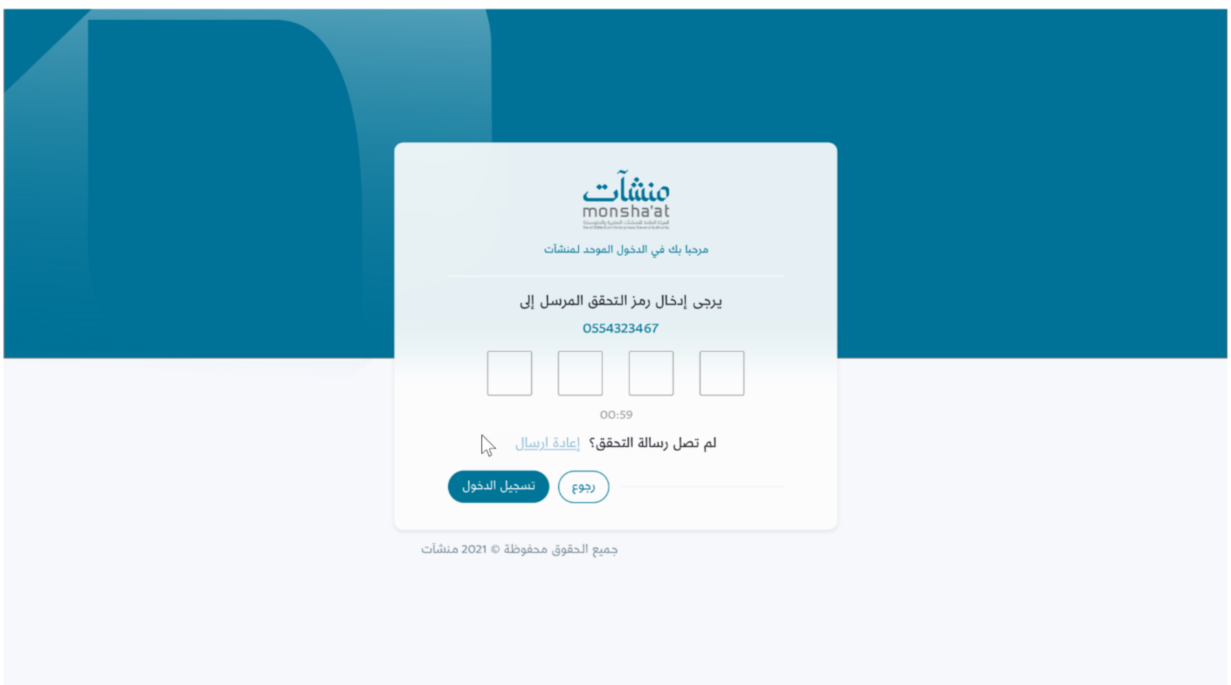

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00:59
لم تصل رسالة التحقق؟ إعادة ارسال
تسجيل الدخول
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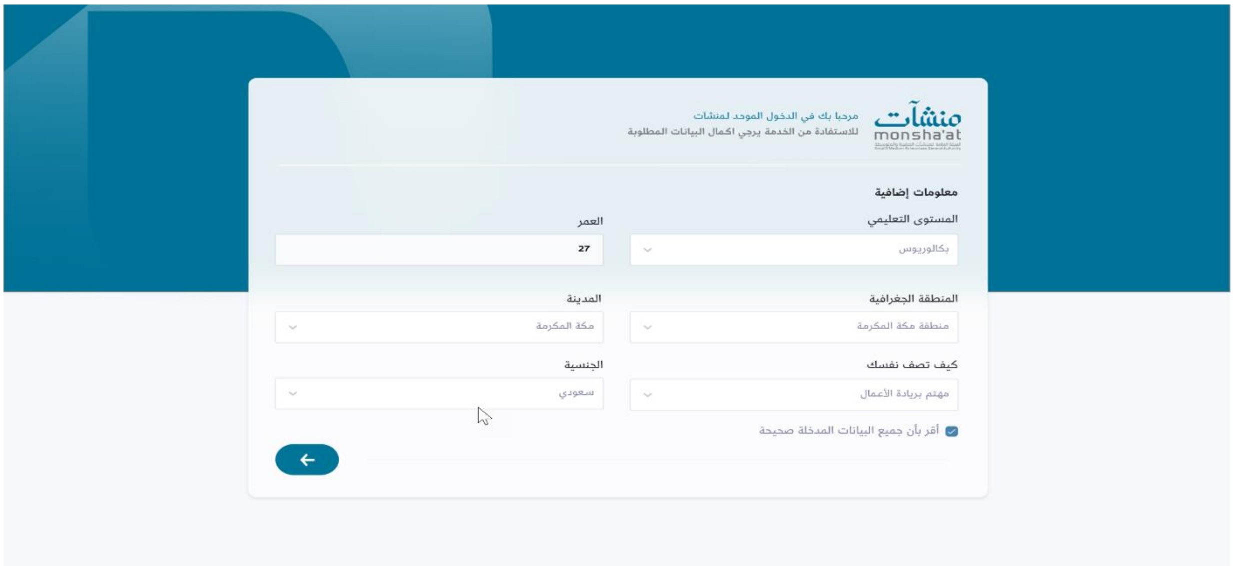
1.5 SSO Client (SSC /Academy) Login via OUP

Notice that the user should fill additional data form before login (in case it's empty)

- Open SSO Client (SSC /Academy)
- Click in the Login button
  - ➢ System redirects to OUP
- Fill your Login data (ID and Password)
- Additional data Form Displayed (if not added before) then click next
- User Redirects back to SSO Client (SSC/Academy) Successfully

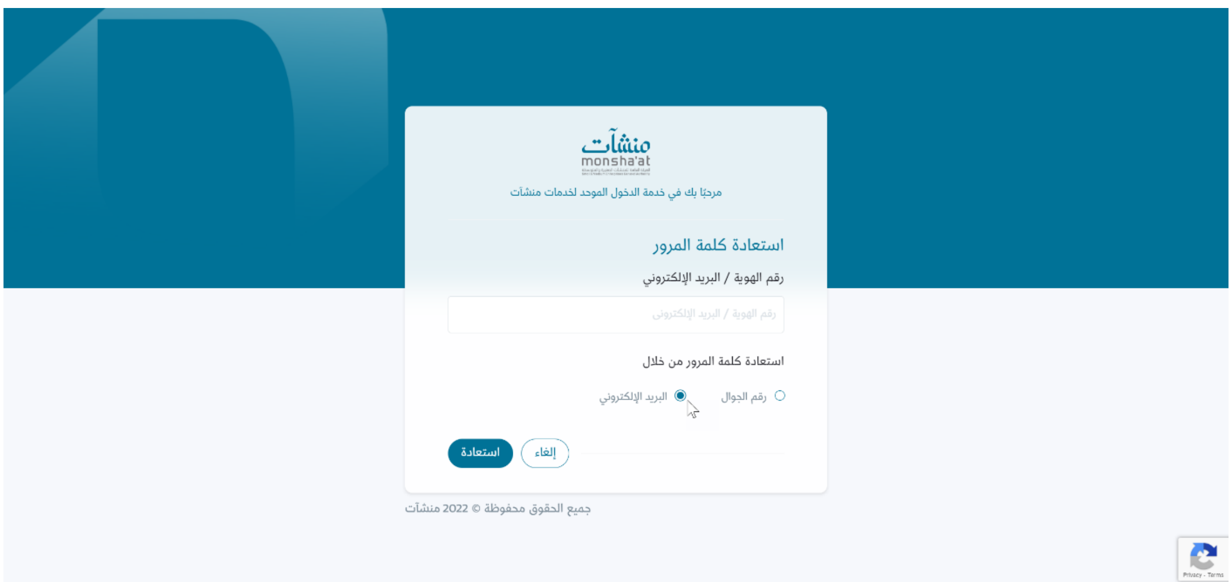


2. Reset Password

2.1 Reset password via Email

- Open the OUP portal link
- Then click "reset password" from the login screen
- User will be redirected to reset password screen
- User Enter Email/National ID
- User Select via Email and submit
- User will receive an email with a reset password link
- User click on the reset password link
- User will be redirected to the system to enter the new password
- User enter a new password and confirm
- User will be logged in successfully

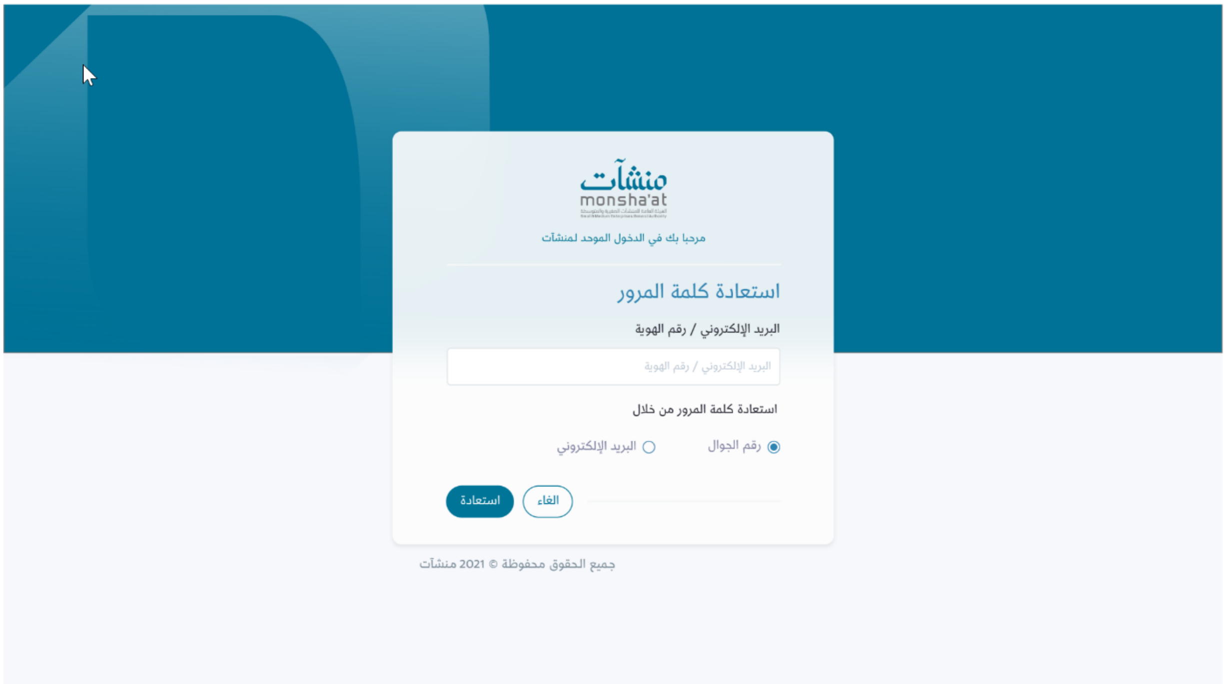
Notice that Email Should be verified to use this feature



2.2 Reset password via SMS

In case the Email is verified:

- Open the OUP portal link
- Then click "reset password" from the login screen
- User will be redirected to reset password screen
- User Enter Email/National ID
- User Select via Phone and submit
- User will receive an SMS with a reset password code
- User will be redirected to reset code screen
- User enter the code received via SMS
- User will be redirected to a page to enter the new password
- User enter a new password and confirm
- User will be logged in successfully



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استعادة كلمة المرور
البريد الإلكتروني / رقم الهوية
البريد الإلكتروني / رقم الهوية
استعادة كلمة المرور من خلال
رقم الجوال
البريد الإلكتروني
استعادة
الغاء
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+96650100444
يرجى إدخال رمز التحقق
1:55
لم تصل رسالة التحقق؟ إعادة إرسال
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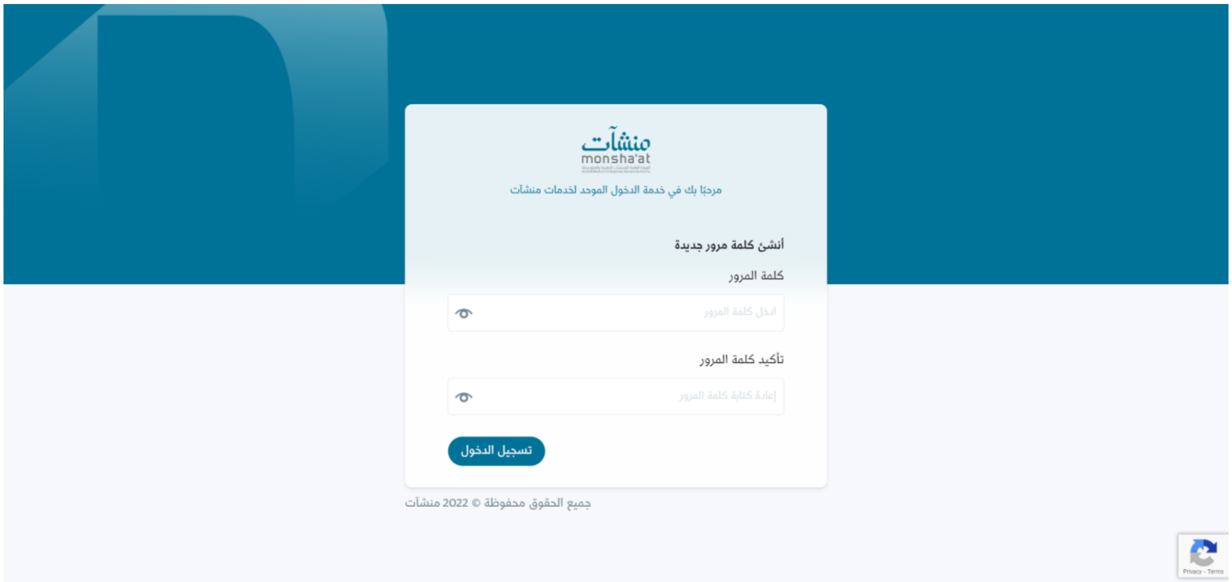
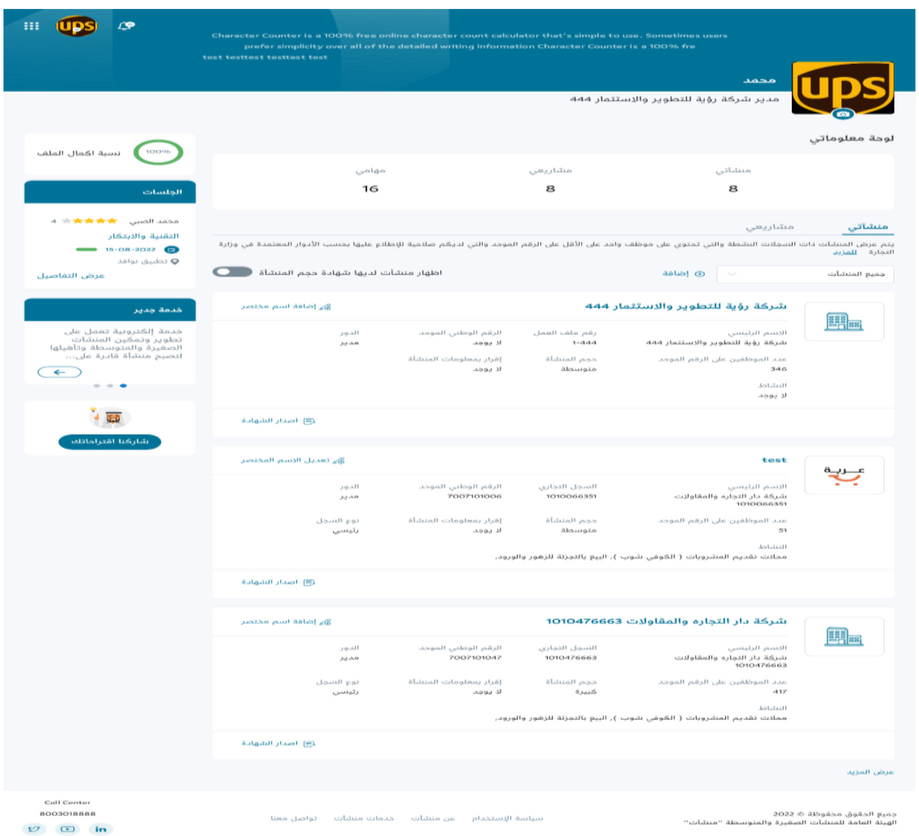
Privacy - Terms



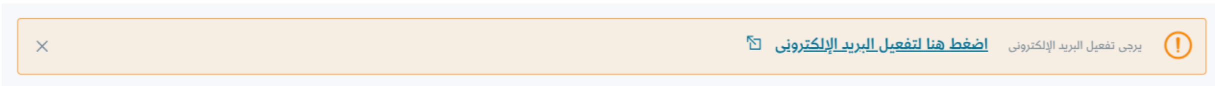
3. Home Page content



3.1 Verify Email Notification

- The user will see a notification to verify his email (in case he did not verify during registration)

- User click the link to verify his email
- User will receive an email with a verification link
- User clicks the link from the verification email
- The link will redirect to the system and the email will be verified and the message will disappear from the user profile



3.2 Mini Dashboard

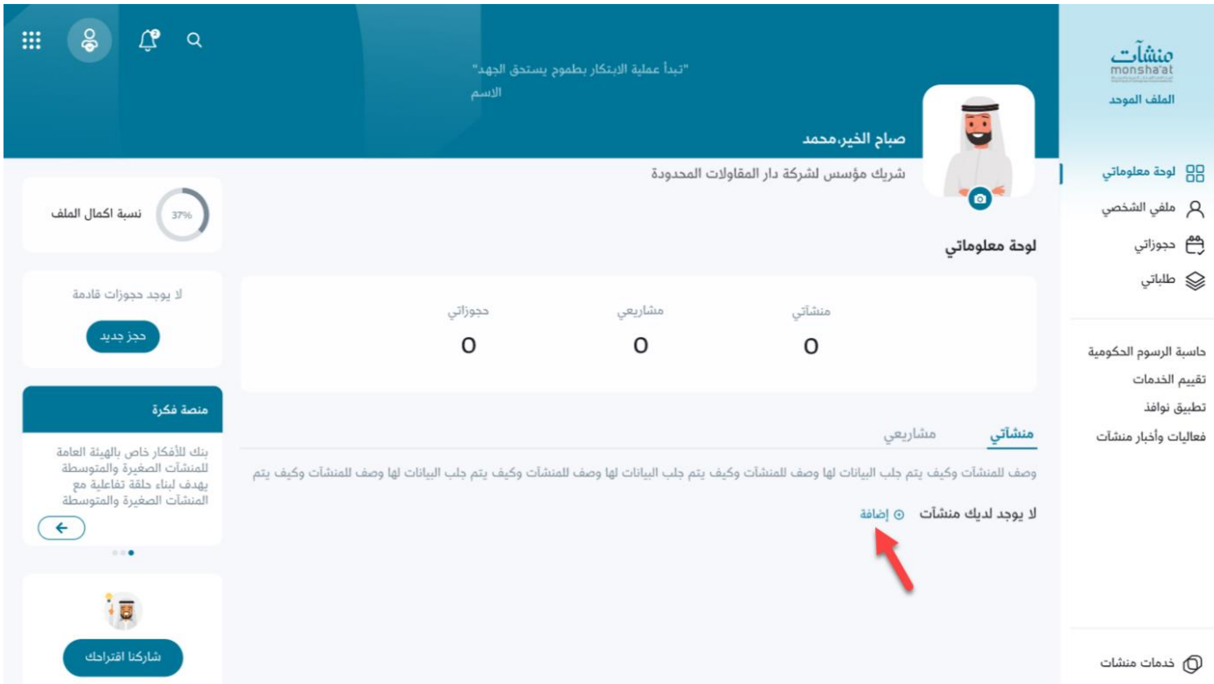
- System display the count of displayed CRs& field numbers, Count of added Projects and pending requests on (academy - Emtiyaz - Mazaya - EP- Nwafeth)

3.3 My Enterprises

This Section show List of the user's CRs

3.2.1 Add User Enterprises List

- User can add his Certificate by clicking on add link
  - ➢ System display popup with checkboxes for all user CRS
  - ➢ In case user doesn't have CRS, System display validation message "No registered enterprises"
- Check all the CRs you want to display in your profile and click save
  - ➢ The CRS Added successfully


"تبدأ عملية الابتكار بطموح يستحق الجهد"
الاسم
صباح الخير،محمد
شريك مؤسس لشركة دار المقاولات المحدودة
لوحة معلوماتي
منشآتي
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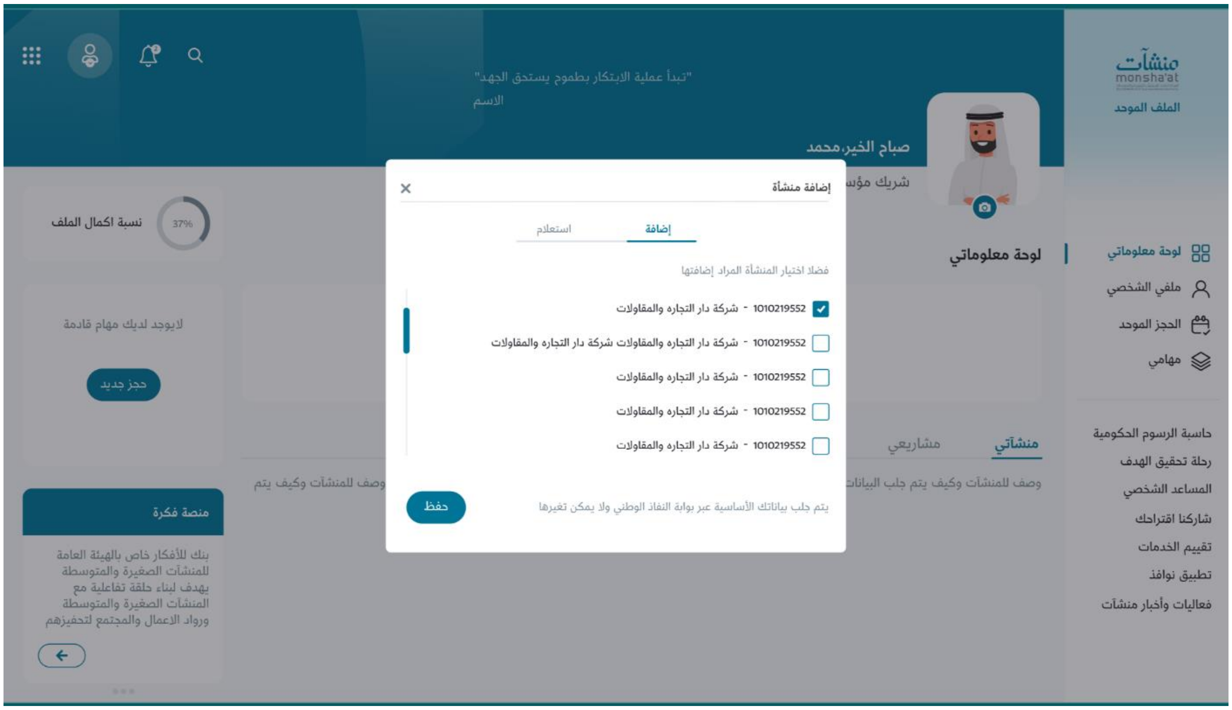
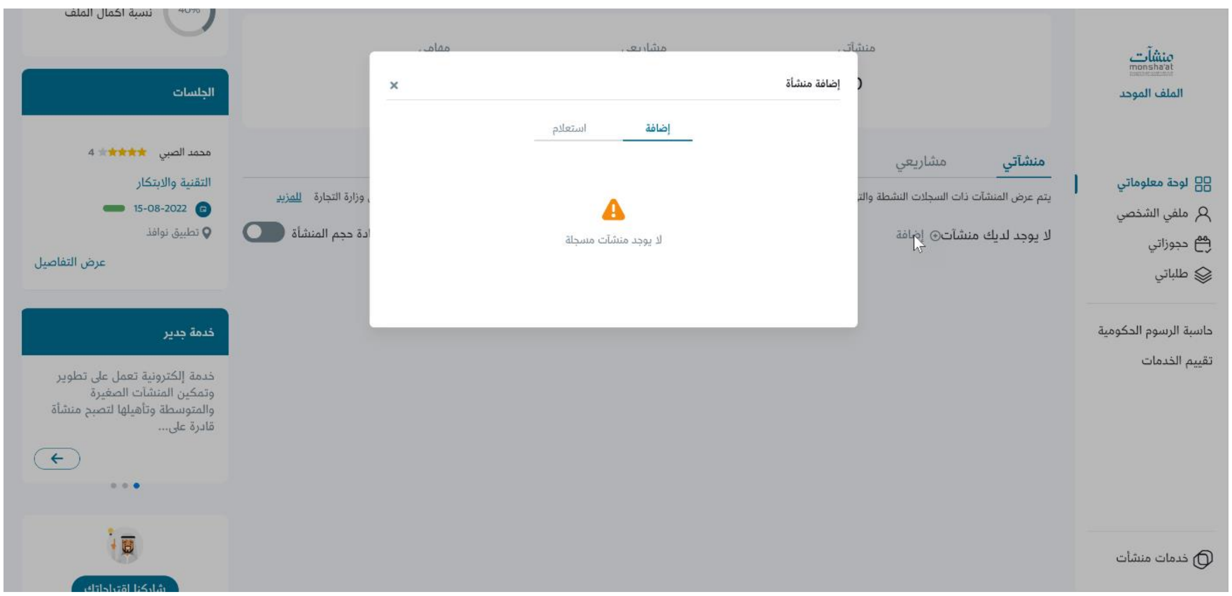
وصف للمنشآت وكيف يتم جلب البيانات لها وصف للمنشآت وكيف يتم جلب البيانات لها وصف للمنشآت وكيف يتم جلب البيانات لها وصف للمنشآت وكيف يتم
لا يوجد لديك منشآت
إضافة
الملف الموحد
لوحة معلوماتي
ملفي الشخصي
حجوزاتي
طلباتي
حاسبة الرسوم الحكومية
تقييم الخدمات
تطبيق نوافذ
فعاليات وأخبار منشآت
خدمات منشآت
نسبة اكمال الملف
37%
لا يوجد حجوزات قادمة
حجز جديد
منصة فكرة
بنك للأفكار خاص بالهيئة العامة للمنشآت الصغيرة والمتوسطة يهدف لبناء حلقة تفاعلية مع المنشآت الصغيرة والمتوسطة
شاركنا اقتراحك



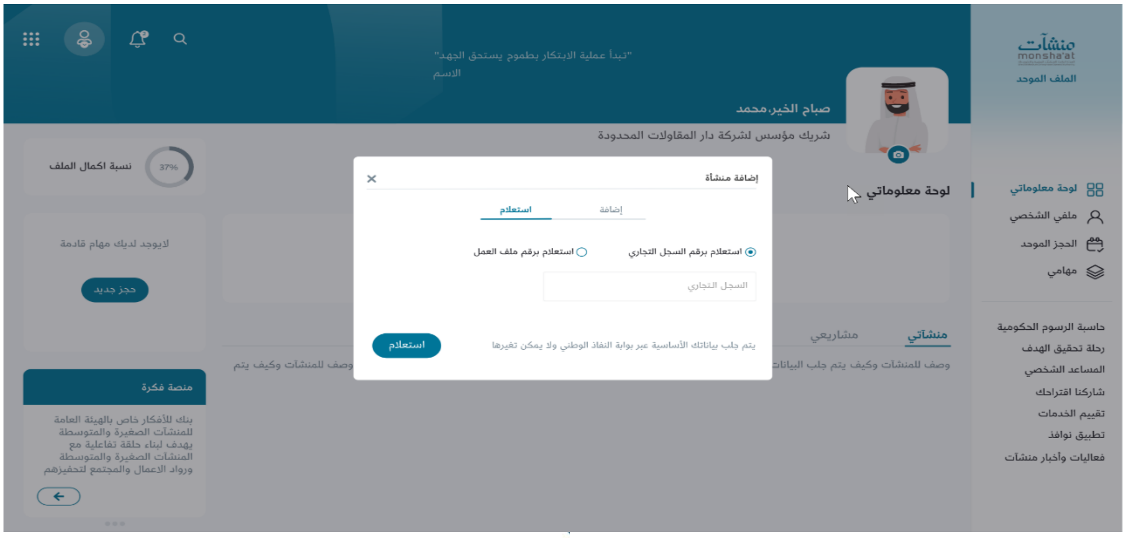


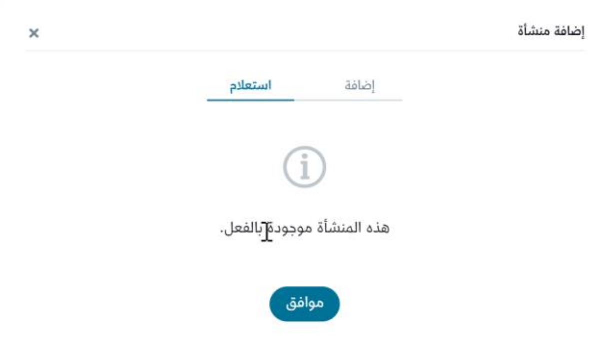
3.2.2 Inquire for Enterprise

- User Click on add button
  - ➢ Pop-up window will display then choose Inquire tab (using Enterprise)
- Then insert the CR number you need to inquire
  - ➢ In case the user Inquire for valid CR is displayed in his profile
    - ▪ Pop-up window displays This CR already exist

➢ In case the user is not authorized on the CR or the CR is not eligible

  ▪ Pop-up window displays with a validation message

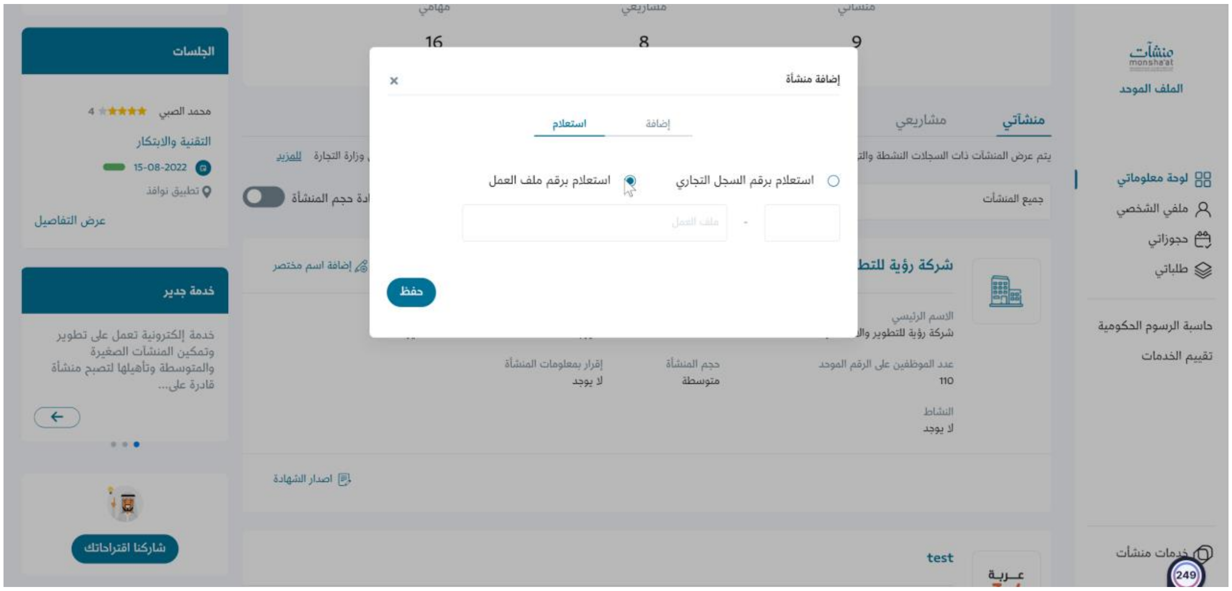




3.2.3 Inquire for file number

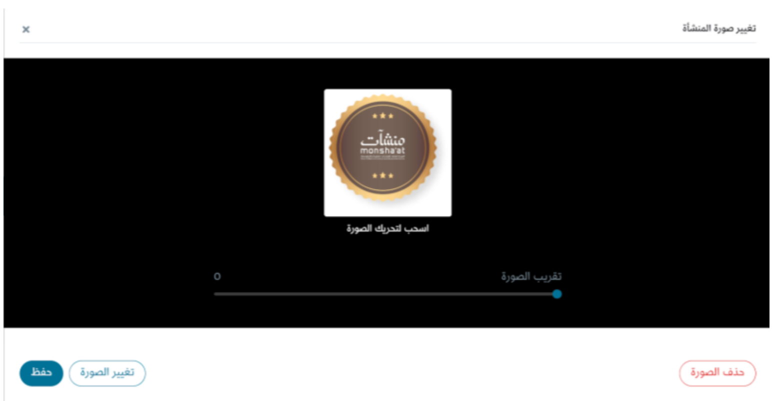
- User Click on add button
  - ➢ Pop-up window will display then choose Inquire tab (using file number)
- Then insert the file number you need to inquire
  - ➢ In case the user Inquire for valid file number isn't displayed in his profile
    - ▪ Pop-up window is displayed that file number added successfully
    - ▪ File number card added to Enterprises list successfully

  - ➢ In case the user is not authorized on the file number or the file number is not eligible
    - ▪ Pop-up window displays with a validation message



3.2.4 Enterprise Listing cards

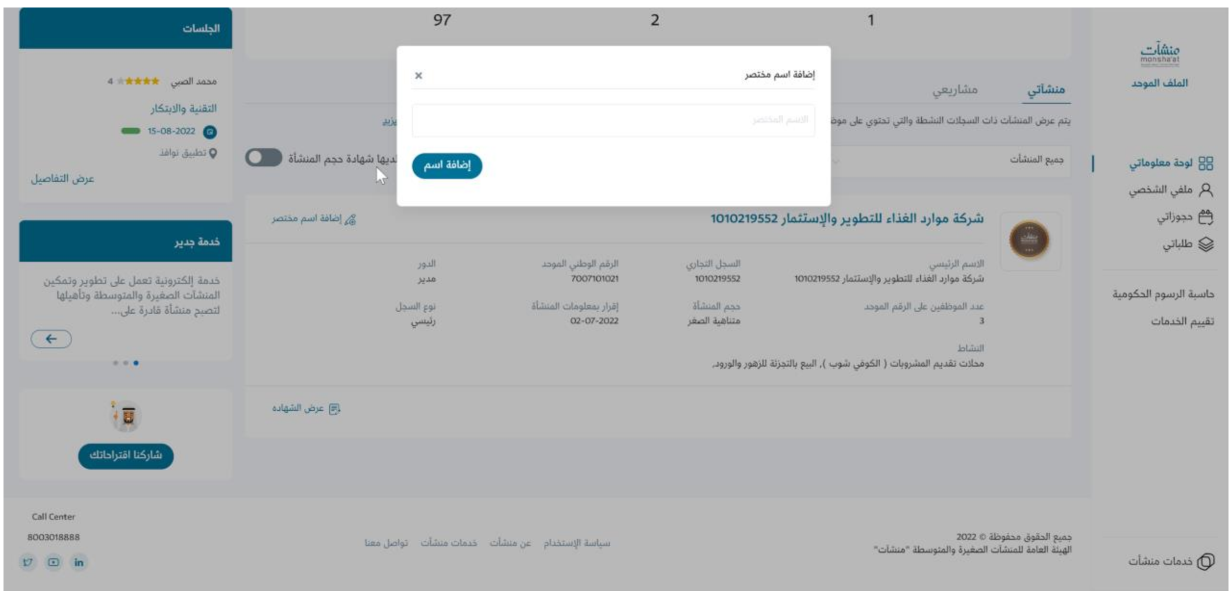
- User can see added Enterprise information on the cards
  - enterprise will have logo (user can upload/edit delete image for each CR)



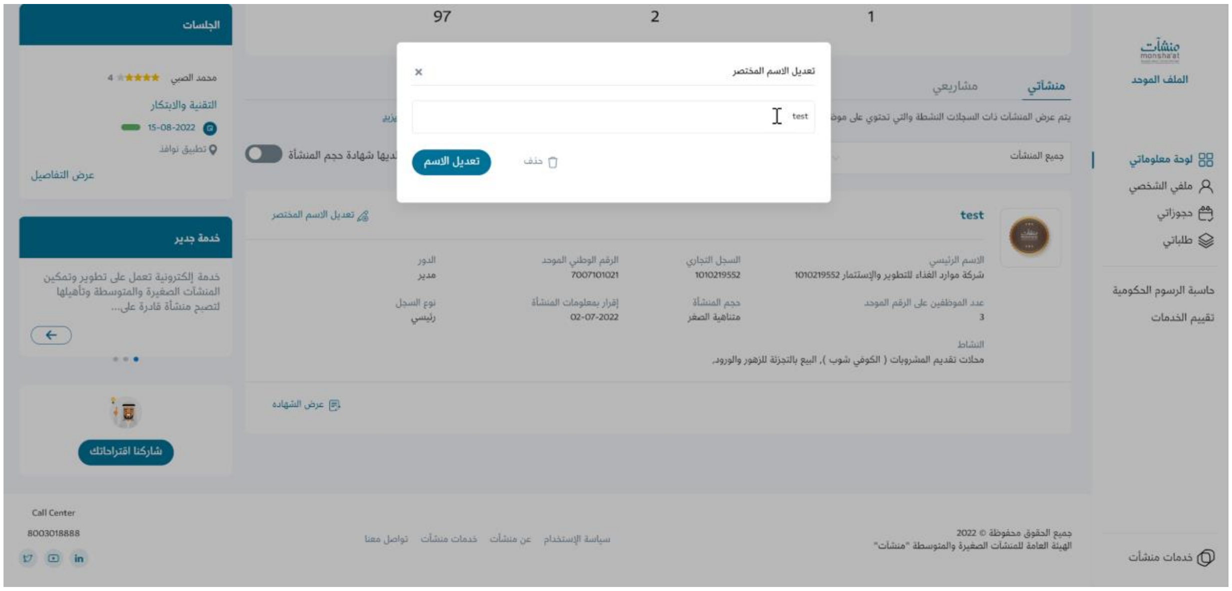
  - CR nickname (if exist)
  - Enterprise name (The main name)
  - Enterprise number (Commercial Register number)
  - User role
  - CR type
  - Number of Employee
  - Enterprise Size
  - Unified national number
  - Acknowledgment of the enterprise information
  - Activity
  - button to generate Certificate or to display the certificate in case it's generated

- User can Filter displayed card using CRs Dropdown menu
- User can filter CR with issued certificates only by Activate the toggle

- User can add nickname for any Enterprise, Click on add nickname link
    - ➢ System display confirmation modal after add nickname successfully



- User can Edit/delete nickname for any Enterprise, Click on add nickname link
    - ➢ System display confirmation modal after Edit/delete nickname successfully



3.2.6 Generate Certificate

In case user will issue a certificate, he should fill the form fields first

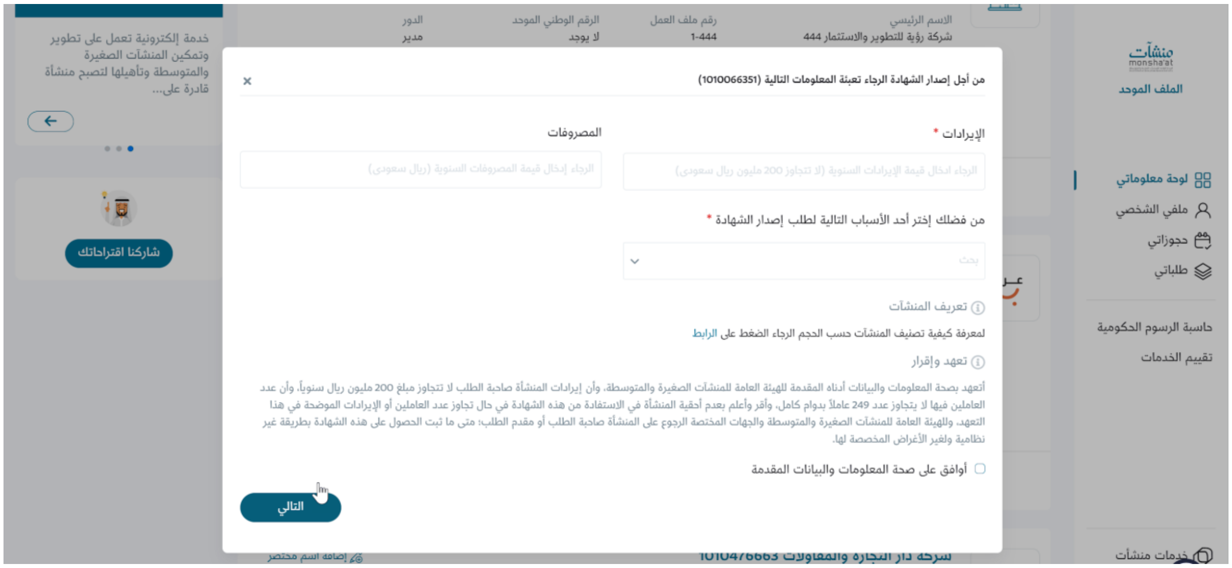
- Click on display certificate button
  - revenues
  - expenses
  - issuance cause
  - acknowledgment
  - Then click Next to issue the certificate and displayed it

Share on social media pop up window displayed after user generate the certificate and close it's modal

- Share on Facebook, linked in and Twitter

User can Download Certificate as PDF

- Click on certificate issuance link


من أجل إصدار الشهادة الرجاء تعبئة المعلومات التالية (1010066351)
الإيرادات *
الرجاء ادخال قيمة الإيرادات السنوية (لا تتجاوز 200 مليون ريال سعودي)
المصروفات
الرجاء إدخال قيمة المصروفات السنوية (ريال سعودي)
من فضلك إختر أحد الأسباب التالية لطلب إصدار الشهادة *
تعريف المنشآت
لمعرفة كيفية تصنيف المنشآت حسب الحجم الرجاء الضغط على الرابط
تعهد وإقرار
أتعهد بصحة المعلومات والبيانات أدناه المقدمة للهيئة العامة للمنشآت الصغيرة والمتوسطة، وأن إيرادات المنشأة صاحبة الطلب لا تتجاوز مبلغ 200 مليون ريال سنوياً، وأن عدد العاملين فيها لا يتجاوز عدد 249 عاملاً بدوام كامل، وأقر وأعلم بعدم أحقية المنشأة في الإستفادة من هذه الشهادة في حال تجاوز عدد العاملين أو الإيرادات الموضحة في هذا التعهد، وللهيئة العامة للمنشآت الصغيرة والمتوسطة والجهات المختصة الرجوع على المنشأة صاحبة الطلب أو مقدم الطلب؛ متى ما ثبت الحصول على هذه الشهادة بطريقة غير نظامية ولغير الأغراض المخصصة لها.
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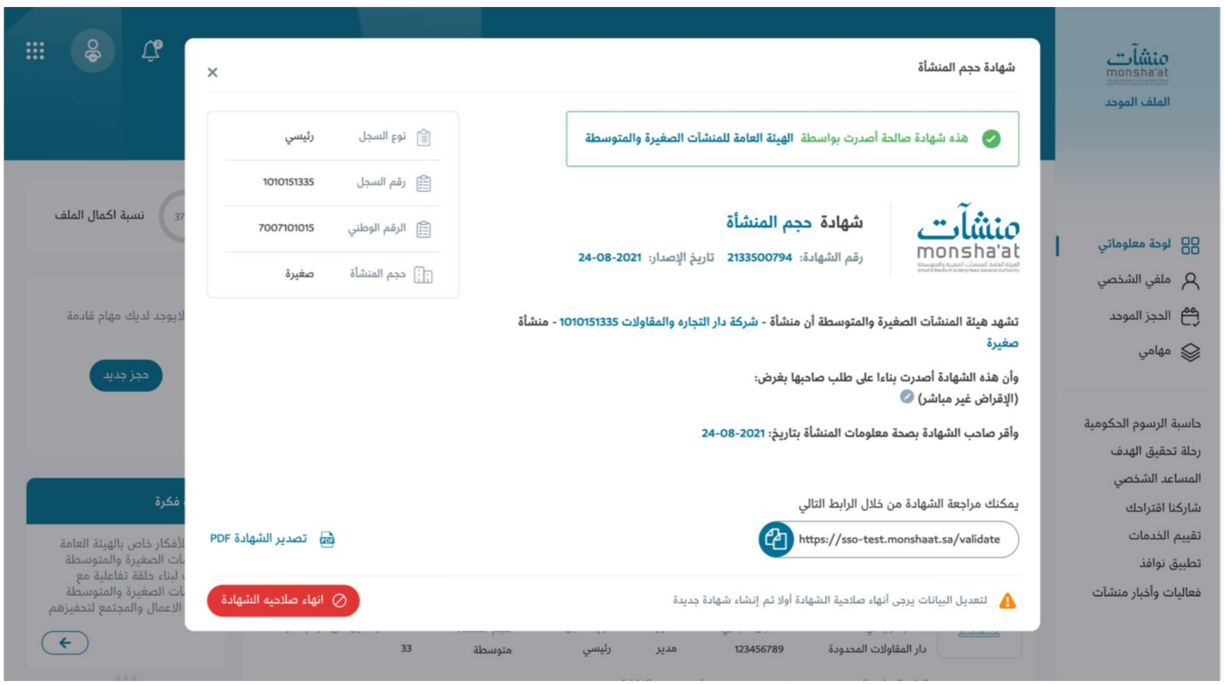
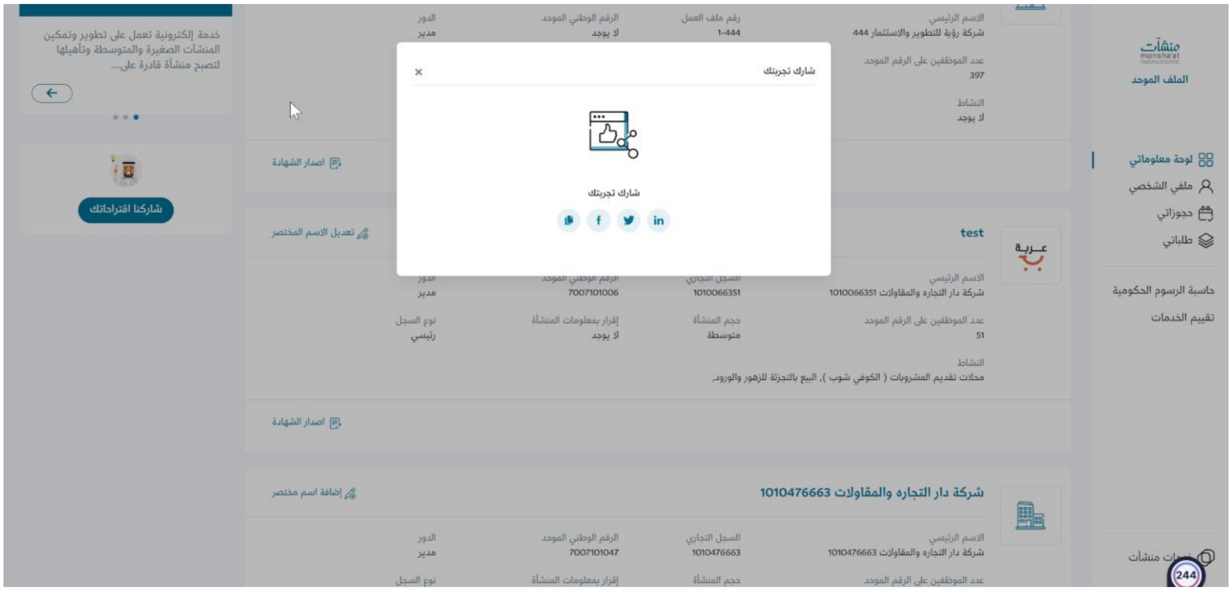
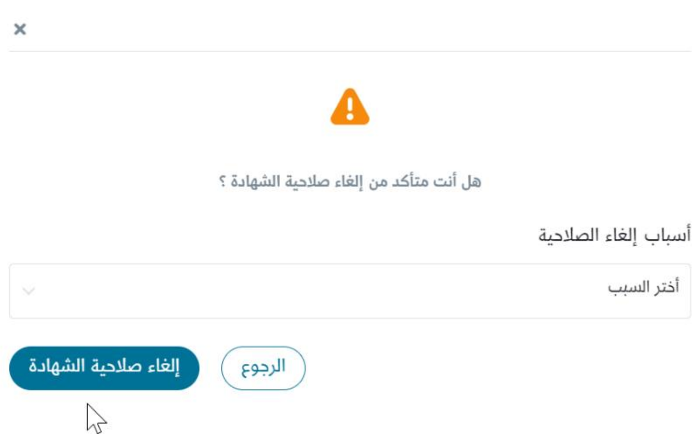
الملف الموحد
لوحة معلوماتي
ملفي الشخصي
حجوزاتي
طلباتي
حاسبة الرسوم الحكومية
تقييم الخدمات
شاركنا اقتراحاتك

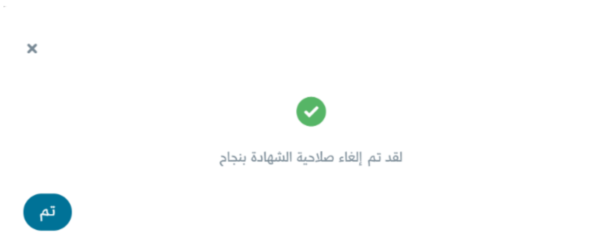

شهادة حجم المنشأة
هذه شهادة صالحة أصدرت بواسطة الهيئة العامة للمنشآت الصغيرة والمتوسطة
شهادة حجم المنشأة
رقم الشهادة: 2133500794 تاريخ الإصدار: 24-08-2021
نوع السجل رئيسي
رقم السجل 1010151335
الرقم الوطني 7007101015
حجم المنشأة صغيرة
تشهد هيئة المنشآت الصغيرة والمتوسطة أن منشأة - شركة دار التجاره والمقاولات 1010151335 - منشأة صغيرة
وأن هذه الشهادة أصدرت بناءا على طلب صاحبها بغرض:
(الإقراض غير مباشر)
وأقر صاحب الشهادة بصحة معلومات المنشأة بتاريخ: 24-08-2021
يمكنك مراجعة الشهادة من خلال الرابط التالي
https://sso-test.monshaat.sa/validate
تصدير الشهادة PDF
لتعديل البيانات يرجى أنهاء صلاحية الشهادة أولا ثم إنشاء شهادة جديدة
انهاء صلاحيه الشهادة
الملف الموحد
لوحة معلوماتي
ملفي الشخصي
الحجز الموحد
مهامي
حاسبة الرسوم الحكومية
رحلة تحقيق الهدف
المساعد الشخصي
شاركنا اقتراحاتك
تقييم الخدمات
تطبيق نوافذ
فعاليات وأخبار منشآت



User can cancel generated Certificate and issue new one by

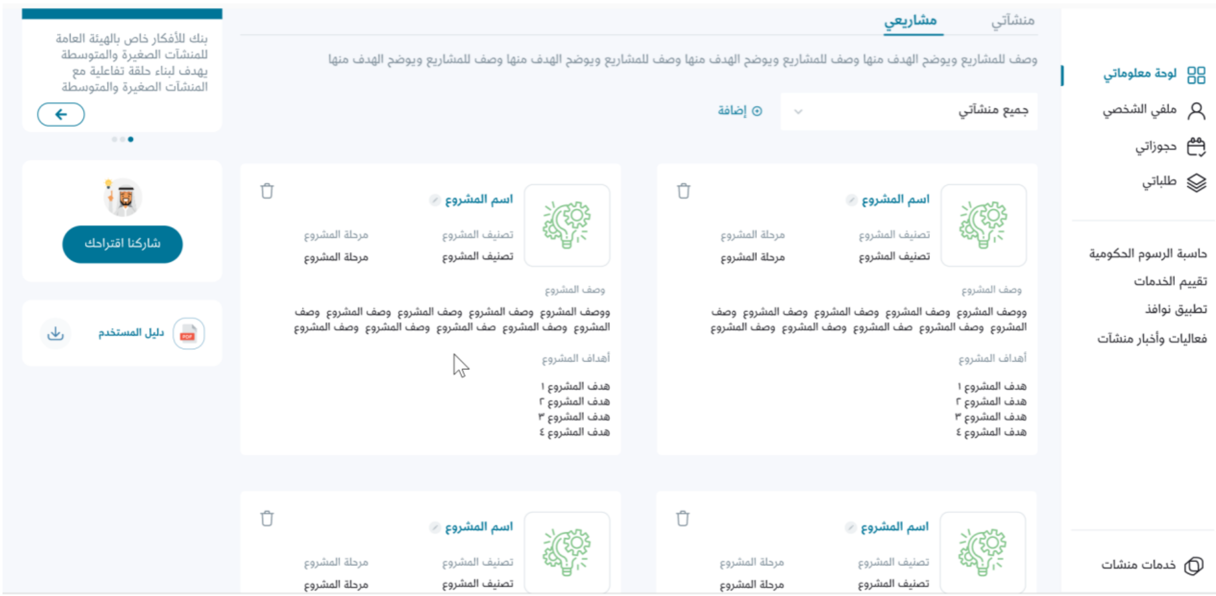
- click on expire certificate link
    - ➢ System display Expiration reason confirmation modal
    - ➢ Choose the expiration reason and submit
    - ➢ System display success modal





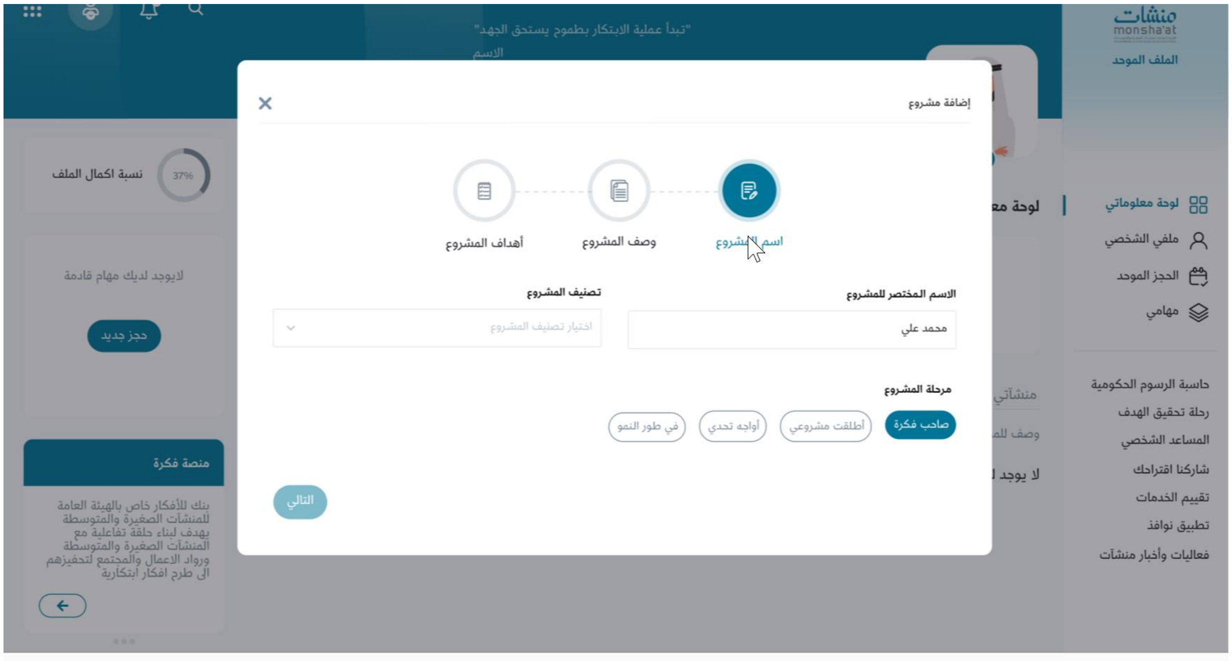
3.4 My Projects

Click on my projects tab



User should be able to edit project data

- click add a project, System displays the form with the below fields:
  - project name
  - goals
  - user can add up to 5 goals
  - domain
  - project phase
  - description



After the user adds all data project should be added to the projects tab

- Project card should include
  - the project name
  - goals
  - domain
  - project phase
  - description

User should be able to edit project data

- click the edit icon
- open project info window
- edit and submit

User should be able to delete project

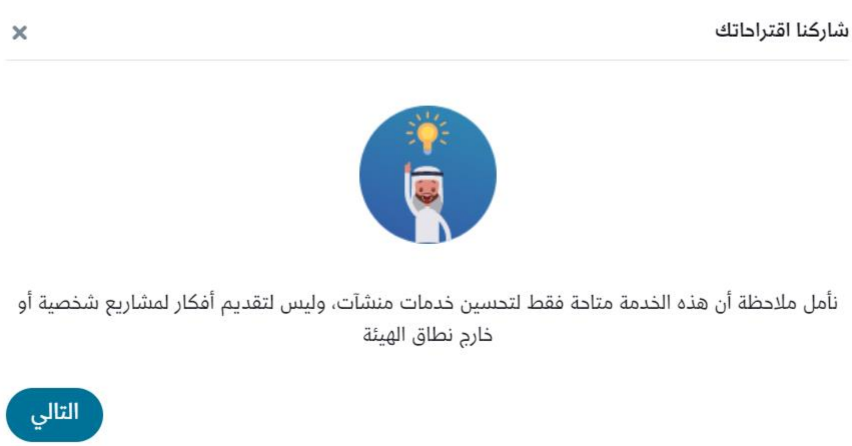
- if user clicks to delete display confirmation pop up
- For users without enterprises (CRs or file number), projects tab is displayed by default
- If user attempt to close the window without saving, display warning message

3.5 Any suggestions?

users to share their ideas/suggestions about our services with Monsha'at team

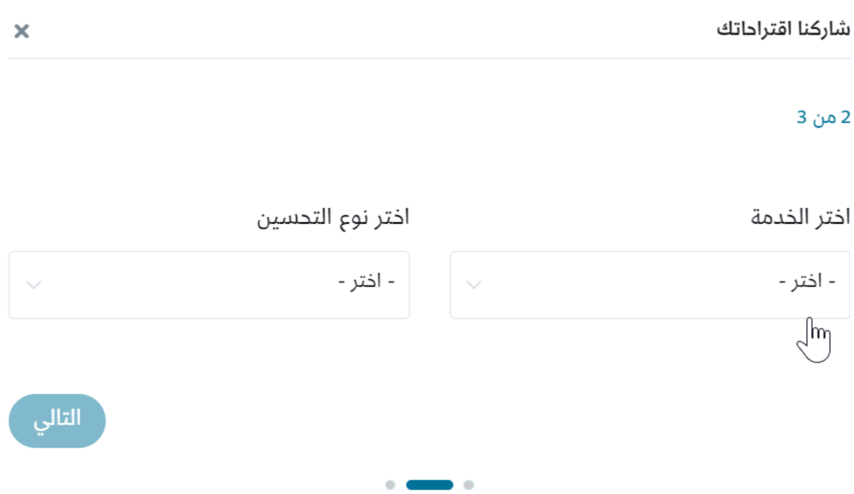
- In the homepage left sidebar, the user finds an option to share an idea.

- When the user clicks it opens a Pop-up. click next



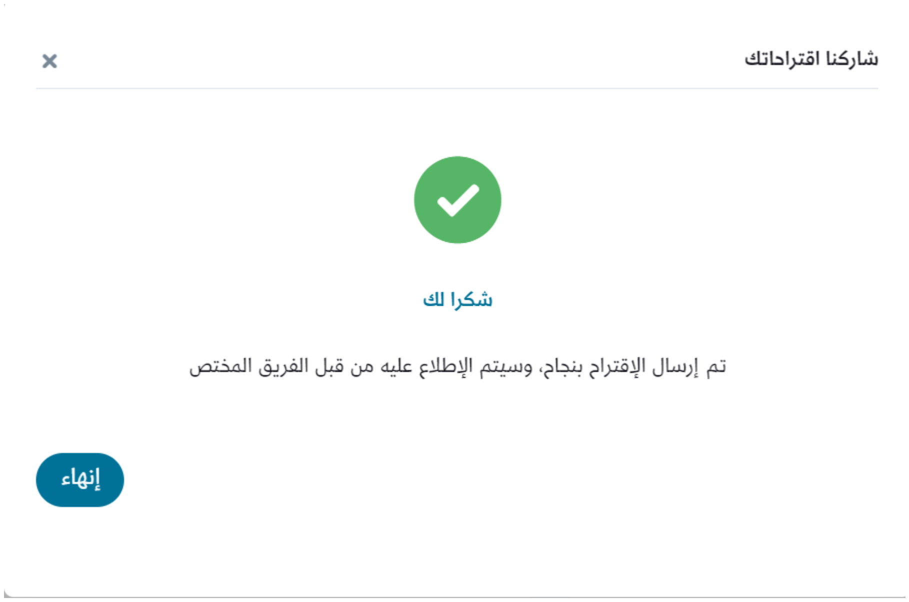
- Select Idea Type

- Select dropdown lists to select (Service name - Enhancement type (in case idea type improvement))



- Enter idea description in details box

- Submit the form
- System display confirmation message to user that his request sent successfully



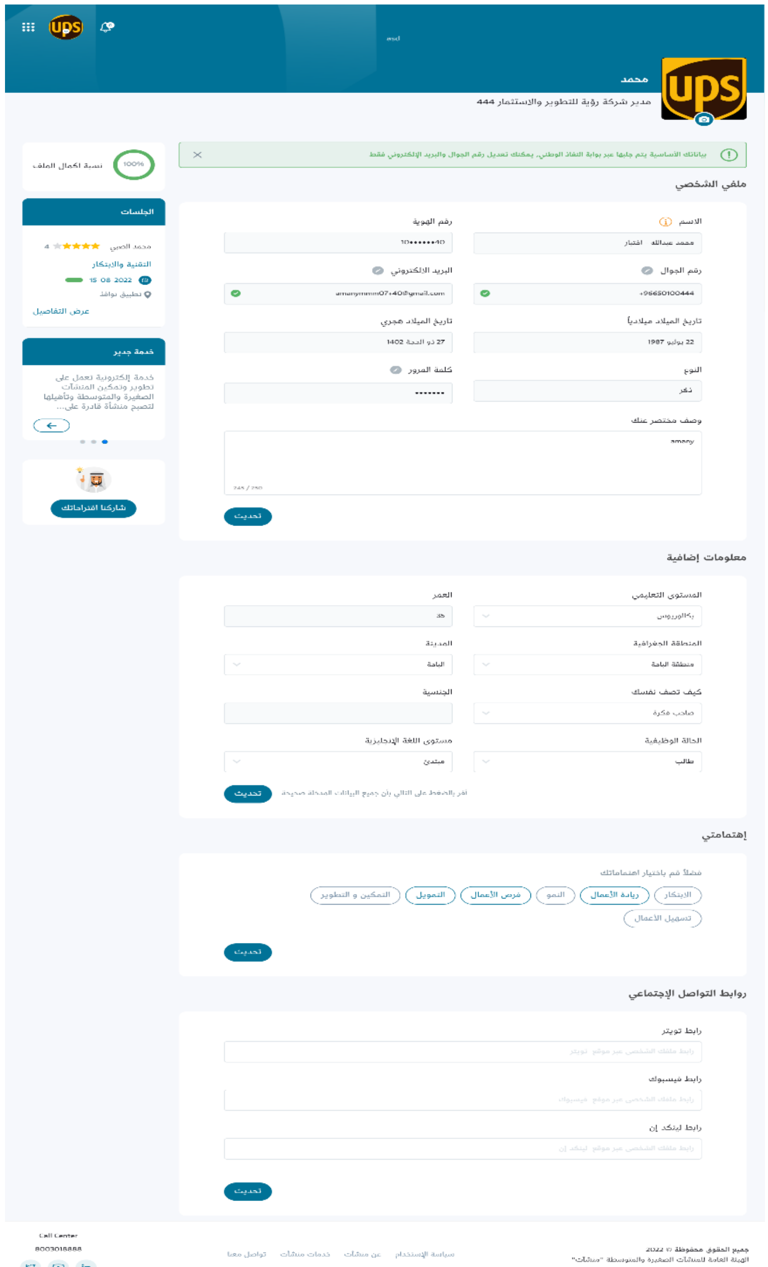
3.8 Upcoming sessions widget

1. Display the earliest 2 upcoming sessions for the user
2. Session data includes
   - booking type
   - consultation
   - mentorship
   - support
   - consultant / mentor full name
   - image
   - star scale rating
   - session category
   - session location
   - session time date
3. On click redirect to "my reservations" tab

4. Edit Profile

User can edit his profile data (Phone number - Email - Password - description about you - Additional data - his social media links)

- Login to the OUP portal
- Click on My profile Link in right side menu
    - System will redirect to edit profile page

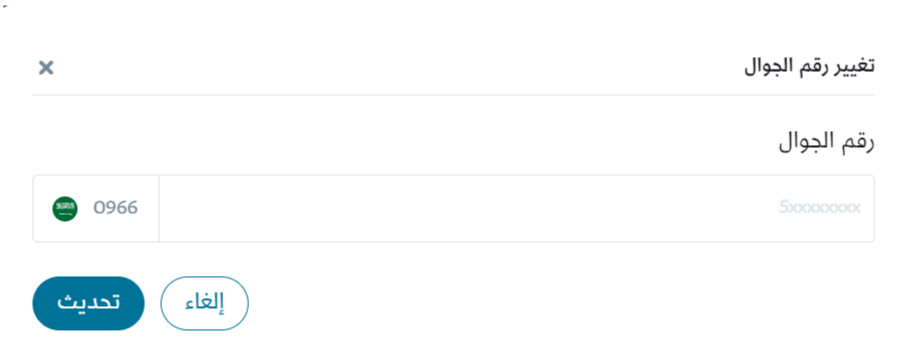


4.1 Edit verified Phone number

- Click the edit icon on the mobile field
- Enter your new mobile number
    - You will receive SMS with code number

- System will display to OTP code number Modal
  - If SMS not sent can resend the code again after 2 minutes
- Enter OTP code number you received
- Mobile number Changed successfully
  - Notification message displayed that mobile number changed

Notice that if user didn’t enter OTP code number to verify the new number the mobile number will not change



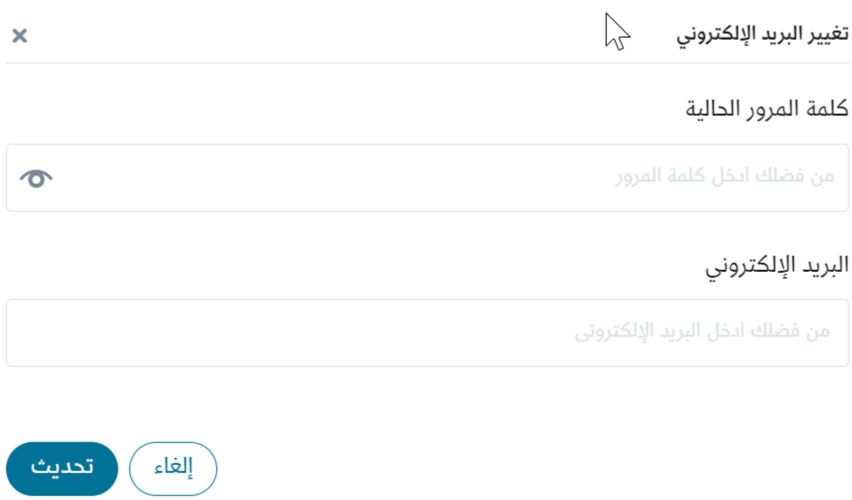
4.2 Edit verified Email

- Click the edit icon on the Email field
- Enter your current password
- Enter your new Email
  - You will receive verification email on your new Email
- Click verification link to verify the email

- System will open a new tab, redirect to OUP, and show a pop-up that the Email is verified
- User receive an Email to notify him that his Email is verified

- Email Change Successfully

Notice that the Email won't change if the user didn't verify his new Email



4.3 Edit not verified Email

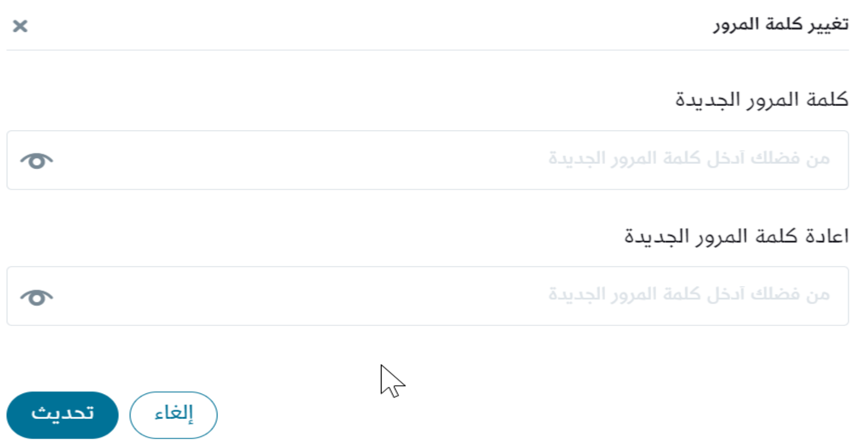
- Click the edit icon on the Email field
- Enter your current password
- Enter your new Email
    - You will receive a verification email on your new Email
- Email Change Successfully

Notice that Email will change even the user didn't verify his new Email

4.4 Change Password

In case the user new register

- User should insert his password and new password

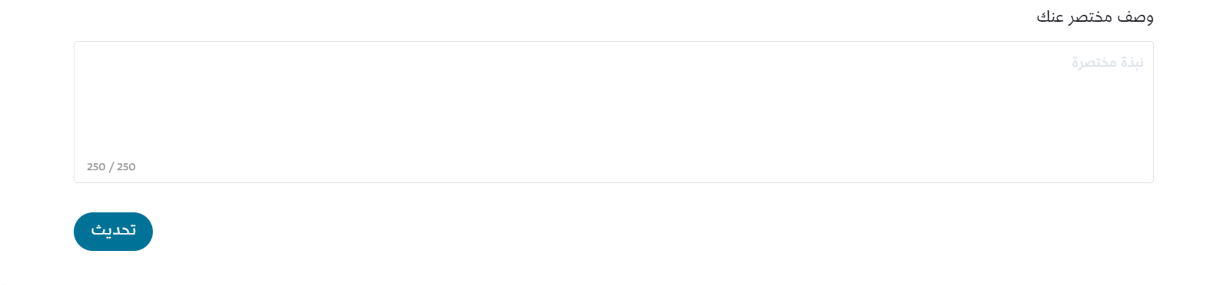


In case the user set his password before

- click on Edit icon
- Pop up window with the following fields
    - Old password
    - New Password
    - Confirm New Password

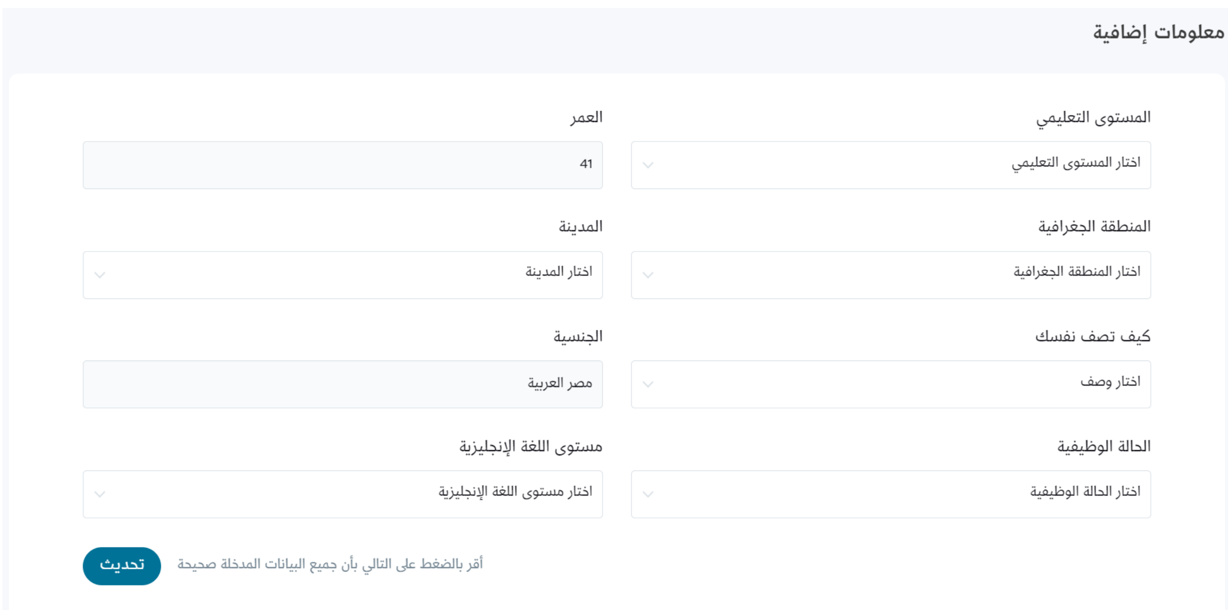
4.6 Edit your brief

- In Edit profile page scroll down to your brief
- Enter your text
    - Character counter will display to notify the user with number of remaining letters available
- Click edit button
- Description will be displayed in the Homepage under my enterprises section



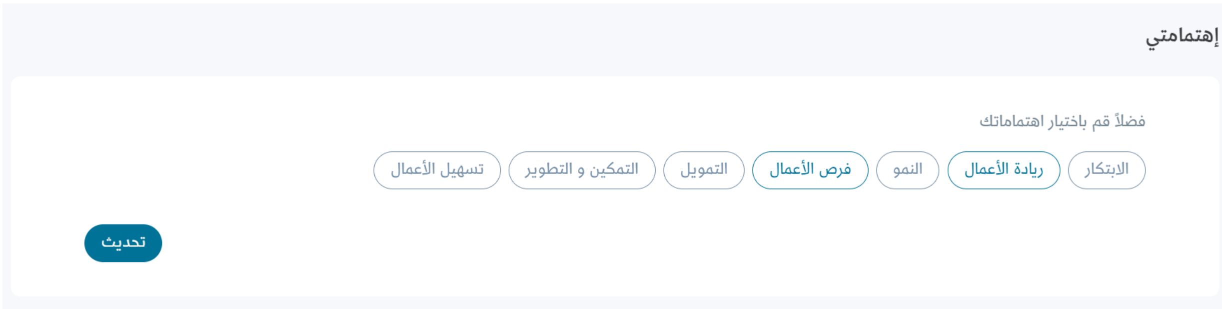
4.7 Additional data

- User Should select all the following data Except (Age & Nationality)



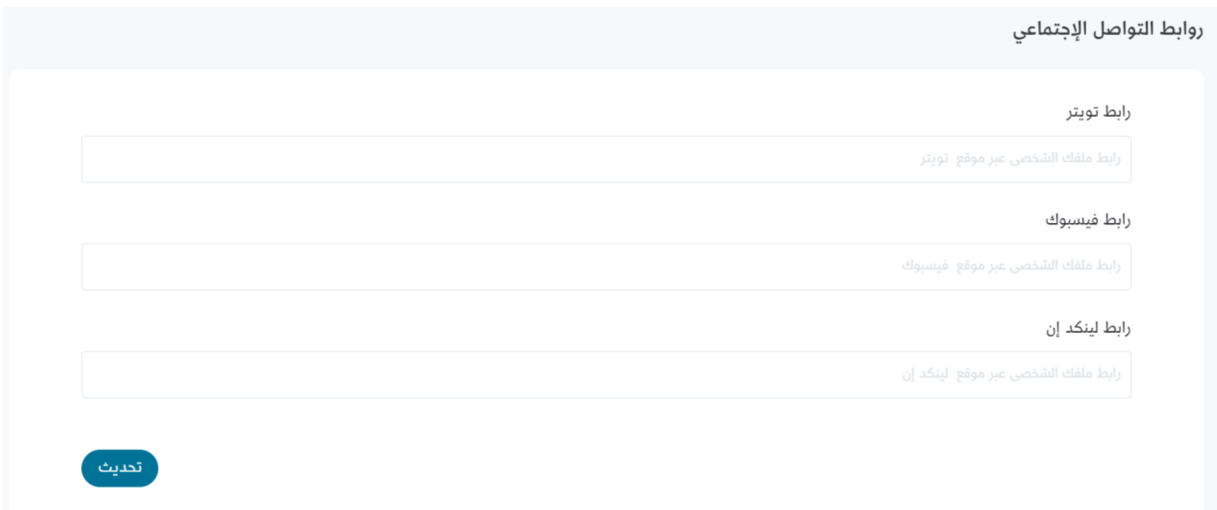
3.5 My interests

- User Click on edit my interests button
    - ➢ Pop up window displayed
- User selects his interests and submit

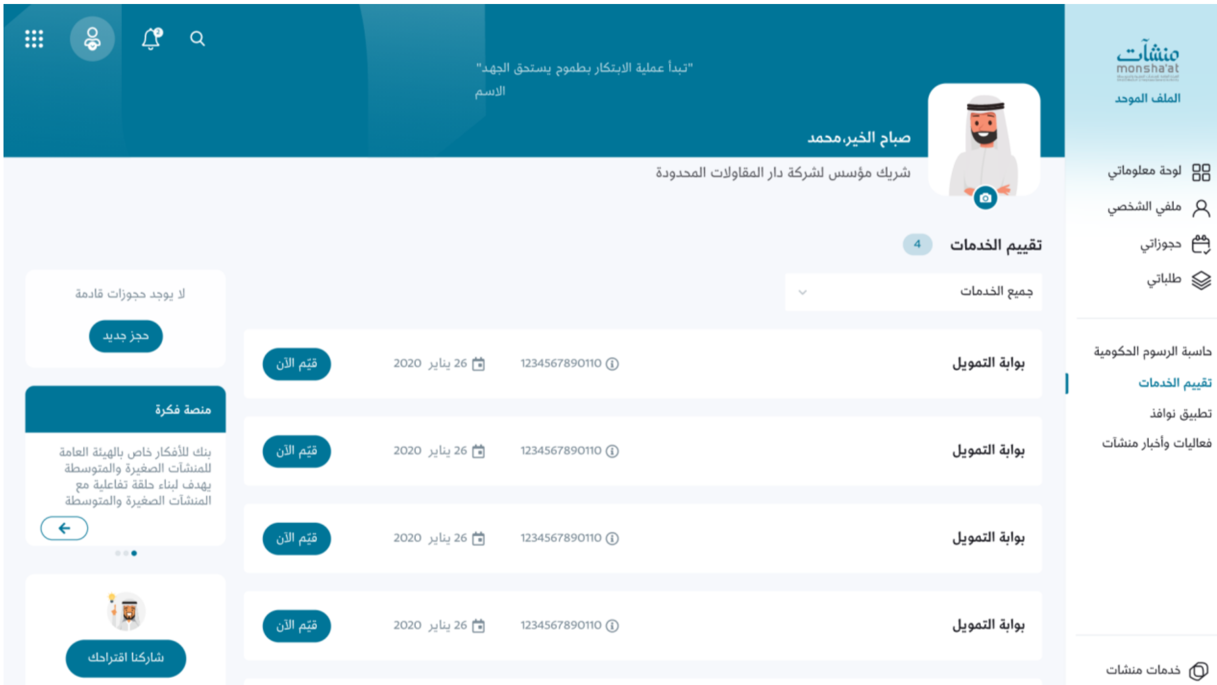


4.8 Edit your Social media

- In Edit profile page scroll down to social media links
- Enter your text Social media links
- Click edit button
- Social media icons will be displayed under the intro background image



5. Submit rating survey



5.1 Submit survey as logged-in user

1. Click on rate Services on the right side menu
2. System displays count number of pending rating request beside page title

IF user have pending rating requests - rating section will display

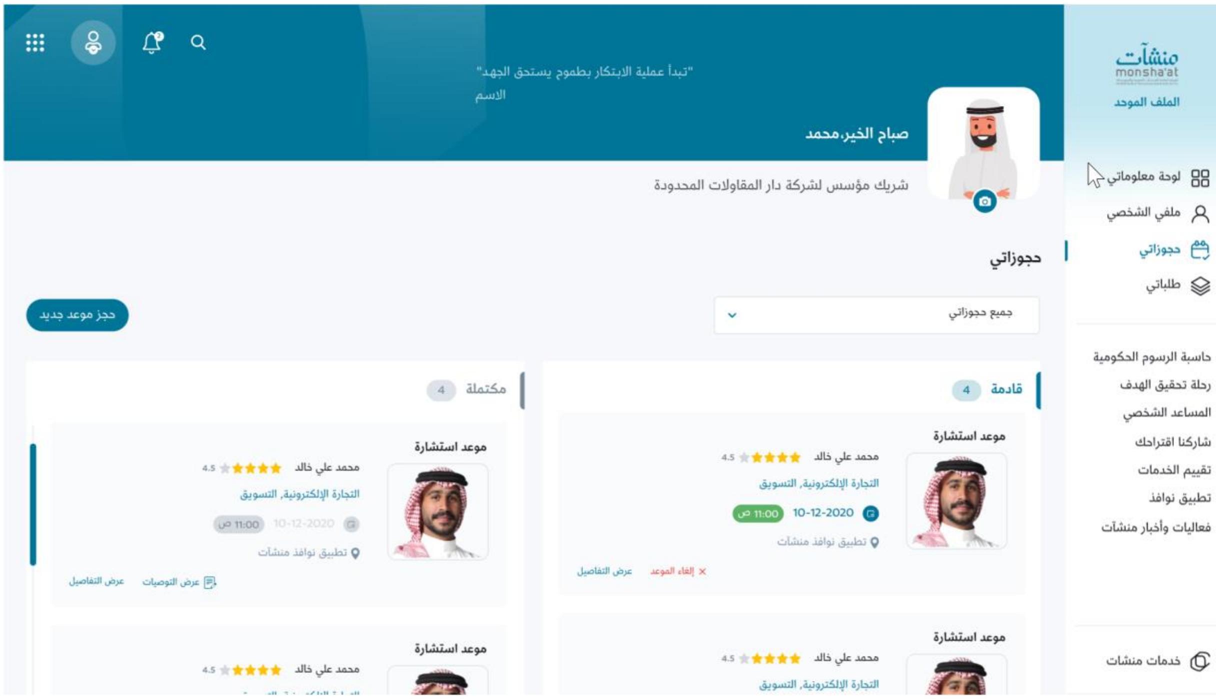
- Click on rating button on any request card
- Fill some Question on the form then click on close button
  - System display confirmation message if user want to back to form or Exist and lose all his answers
  - If click back->system back to the Question user click close while opening it
  - If Click Exist ->dismiss the modal and user lose all his answers
- Fill all Question on the form then click on submit button
  - Confirmation message that user submits the form Successfully
  - When click on close button page reload and card request is hidden from requests list

5.1 anonymous user

User receive rating surveys URL by SMS or about any service they used,

- Once Click on the link sent on Email or SMS
    - it redirects to OUP portal to login if user (isn't logged in)
    - pop-up window displayed to fill survey
- After submit rating survey, Confirmation modal displayed to notify user that he submits survey successfully
- If the user tries to Open the link again after, submit the survey
    - Validation modal display that he submitted before (already rated)

6. Nawafith app service history



6.1 My reservations Tab

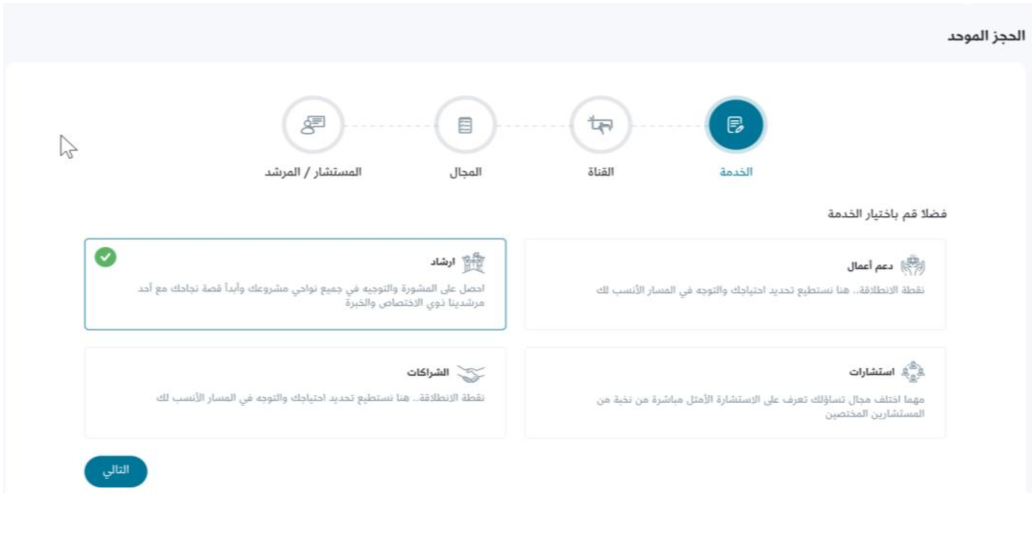
1. User click my reservation icon from the side menu to access Nawafith Service history page
2. In case the user doesn't have any sessions, he will see a message with that
3. User can filter the requests by booking type (consultation-mentorship-support)
4. In case user has sessions, then he should see
    a. Upcoming appointment column
        i. Display all user booked sessions includes Upcoming and old dates, session data includes:
            1. booking type (consultation-mentorship-support)
            2. booking date
            3. consultant / mentor (full name –image -star scale rating)
            4. session category
            5. session location
            6. session time
            7. view details Link (consultant / mentor full name - star scale rating - time - session category - selected CR/project - goal of consultation - comments and challenges)

        ii. User Can Cancel any future date using Cancellation Link Expect for guidance sessions Mentor should approve request first

    b. Completed appointment column
        i. Display all user passed (old dates):
        Include the same card details as upcoming except no cancel option

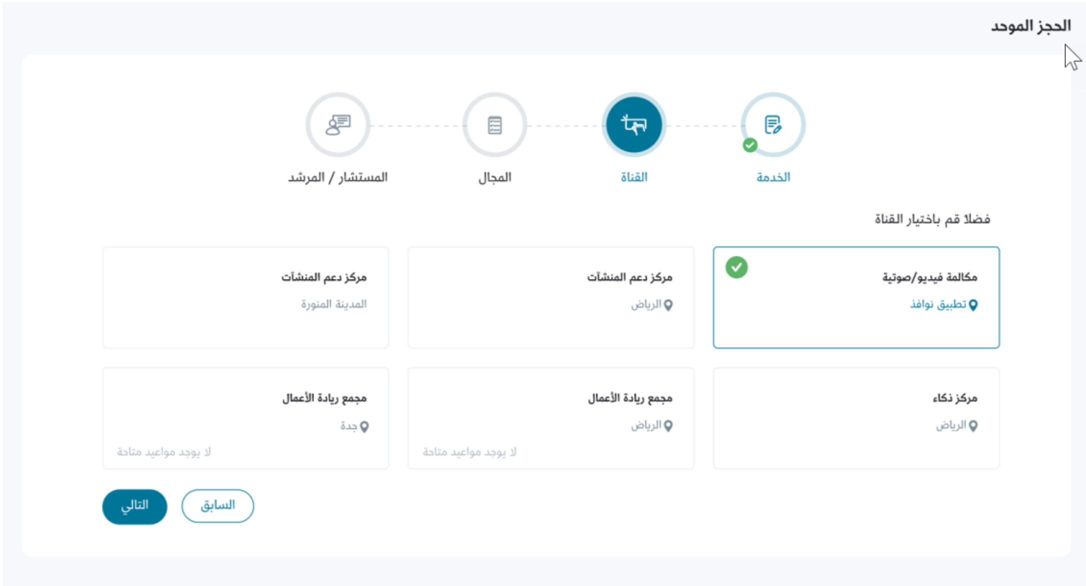
6.2 new reservation button

1. The user click the new reservation button, System redirect to booking cycle
2. Select Service, and Click next

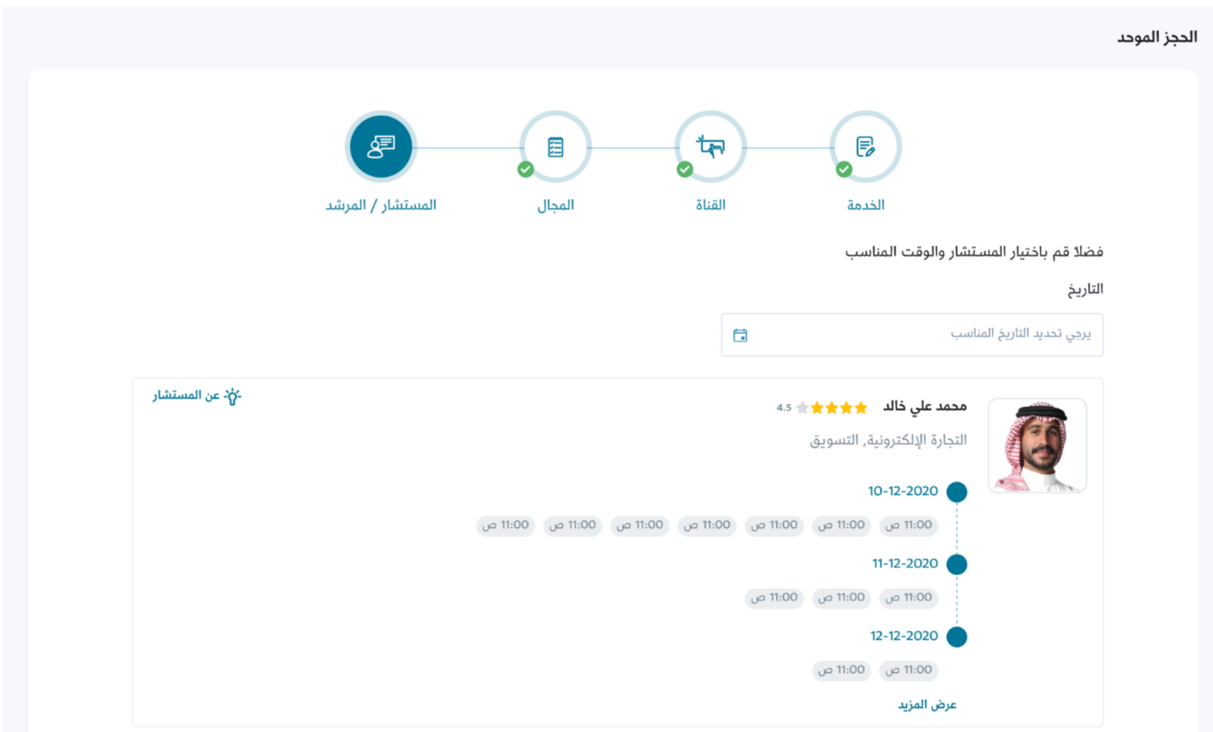


3. Select Subject, the Click next

4. Select Channel

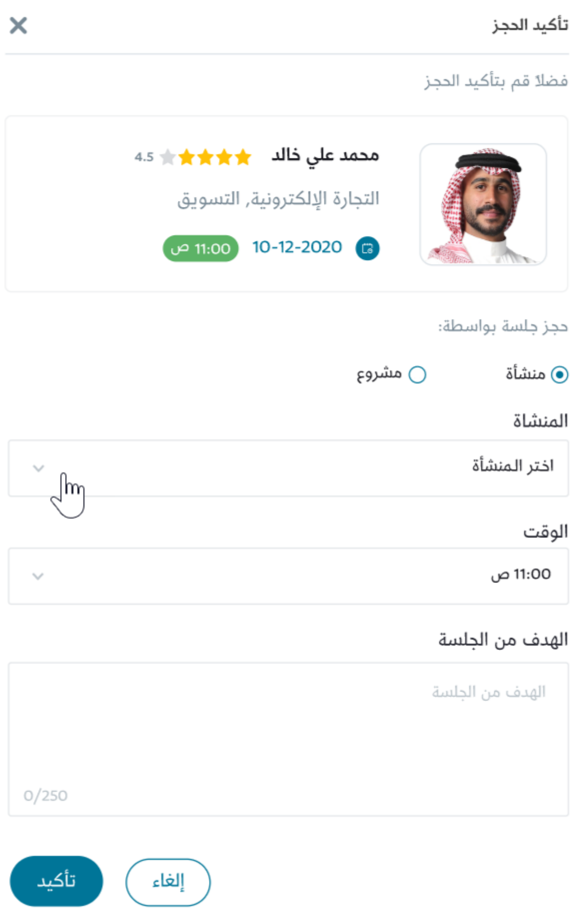


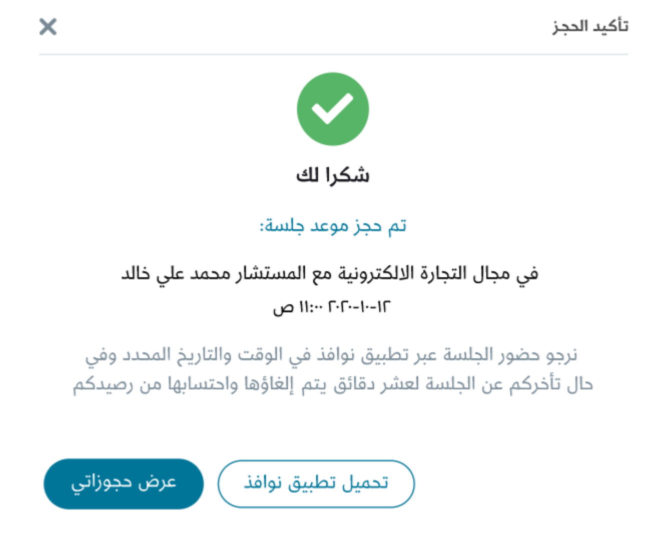
5. System display all available consultants with their available time
    a. Each card should include Consultant details:
        1) consultant / mentor full name
        2) image
        3) star scale rating
        4) consultant / mentor bio (on click)
        5) session category
        6) available date and time slots in each date



6. Choose consultant and click on session date & time slot you want, System display pop-up window with the following
    a. consultant/mentor full name
    b. image
    c. star scale rating

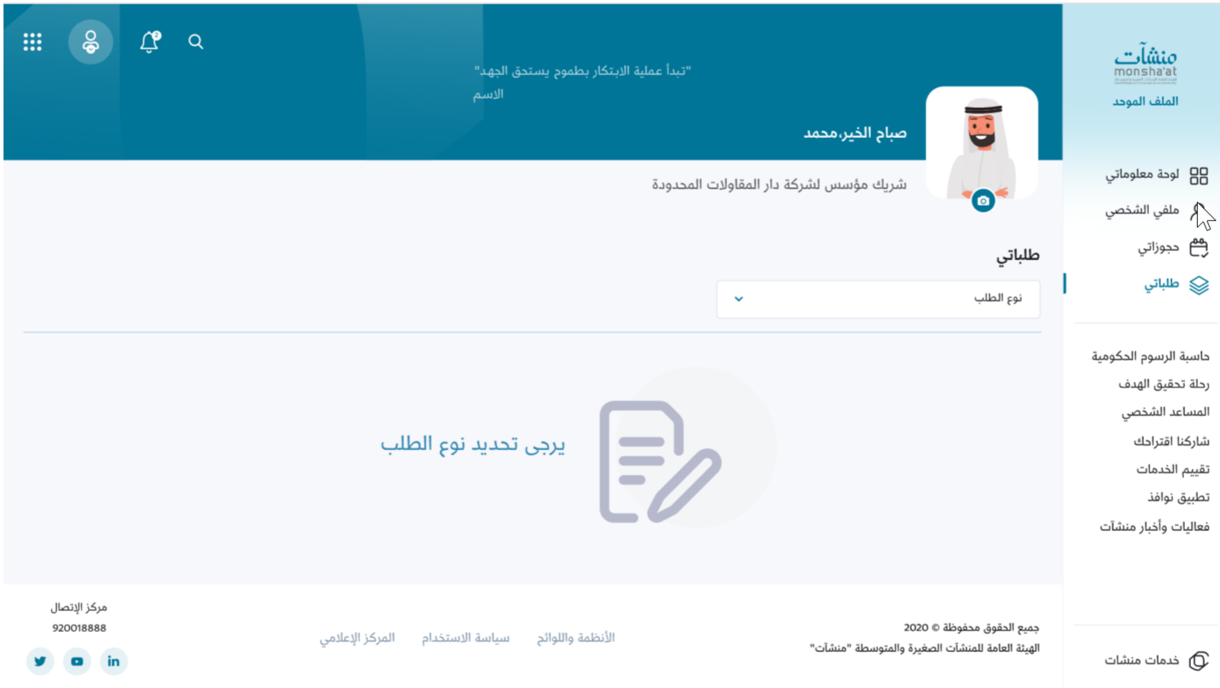
    d. Selected time and date
    e. session category
7. Select booking with CR/ Project radio button option
8. Select CRS/ Projects to drop menu
9. Time drop menu (selected by default)
10. Fill Goal of the session
11. Click on the booking button
    a. Confirmation modal displayed with two buttons
        i. The reservations button redirects to My reservations listing page
        ii. Profile button redirects to home page





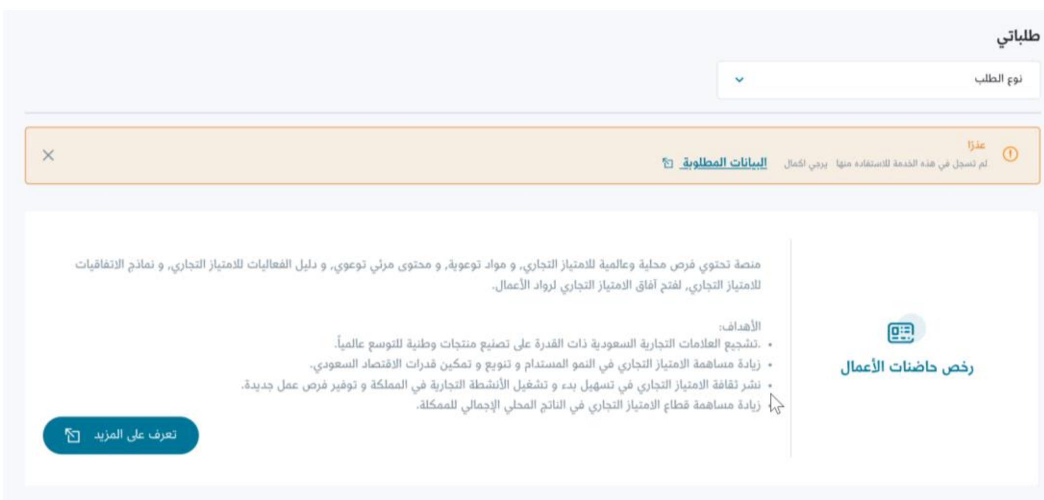
6. My requests page

When User click My requests page in the side menu
System redirects to My requests into page



6.3 EP service history

1. User click My requests page in the side menu
2. Filter by EP service
3. In case the user not register on the system will display a simple description with link of the service

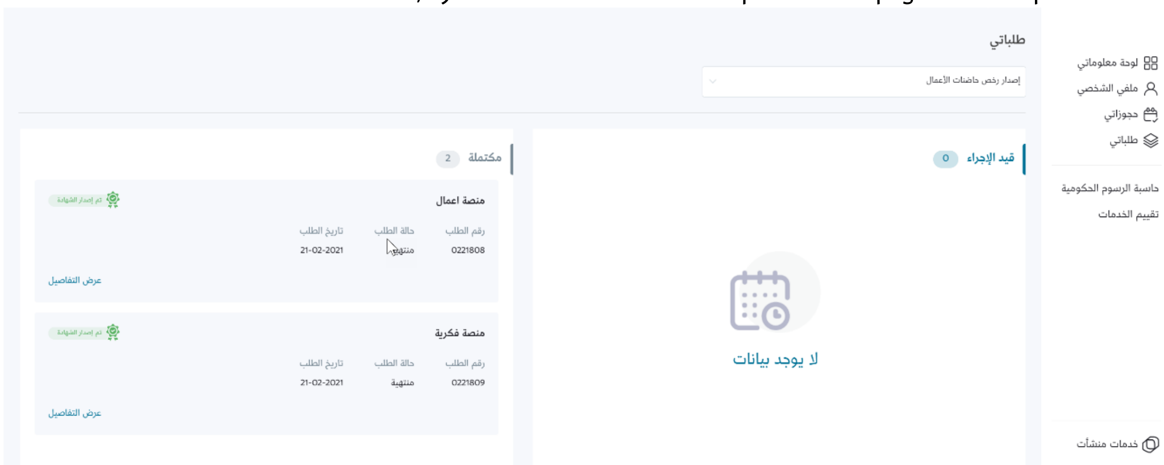


4. In case the user doesn't have any requests, he will see a message with that
5. In case of user have requested, then he should see
   System should divide the page into two columns
   - In progress requests
   - Completed requests

   Each request card should include
   a. Total Number of Requests

b. Request Name
c. Request Number
d. Request status
e. Request Date
f. The license issued Flag ‘Yes/No’, (When request Status is ‘Issued’, License Issued Flag will be ‘YES’)

6. When the user clicks on show details, System will redirect to the request details page in the EP portal.



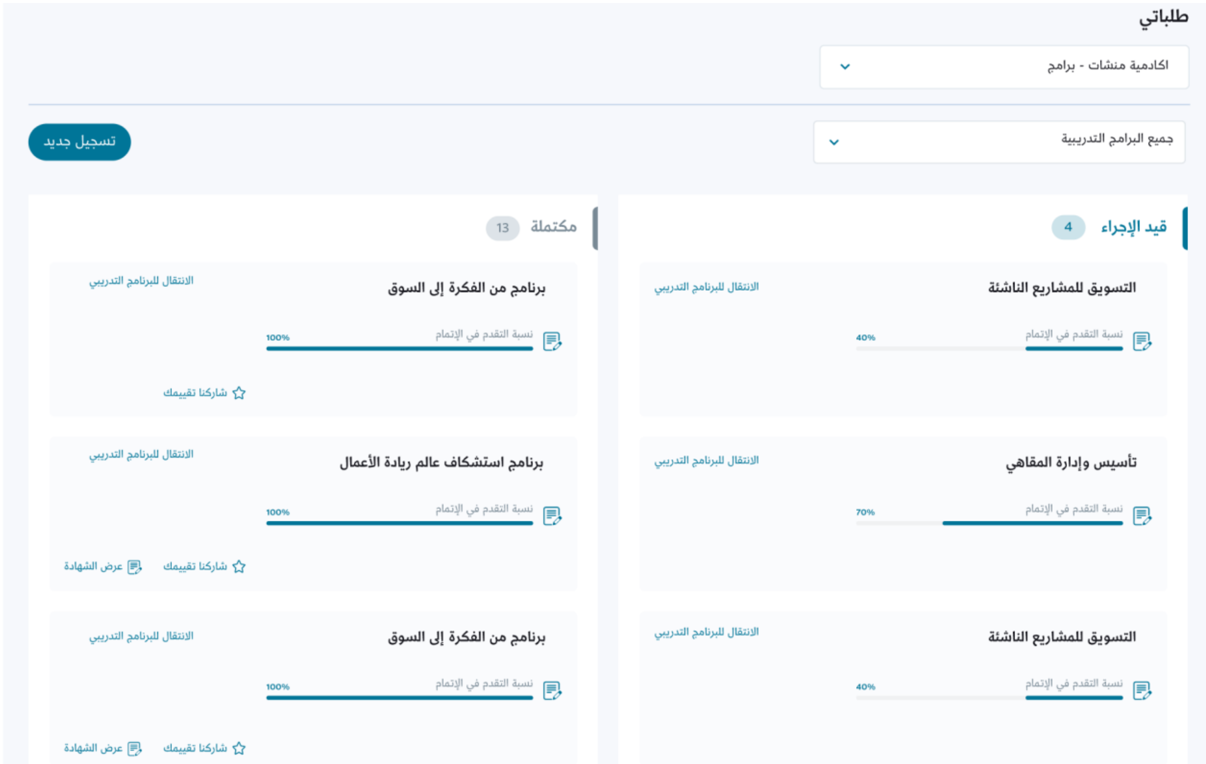
6.4 Academy service history

1. User click My requests page in the side menu
2. Filter by Academy service
3. In case the user not register on the system will display a simple description with link of the service
4. In case the user doesn’t enroll in any Online course, he will see a message with that
5. In case the user not register on the system will display a simple description with link of the service
6. User can filter courses by courses name drop down menu

- In case user enroll in many Online courses, then System should display 2 columns
  System should divide the page into two columns
  - In progress courses
  - Completed courses

- Each course card should include the following information:
  - Course title
  - Course progress percentage bar, from 0% to 100%
  - Course navigation link

- When the user Click on, navigation link Course navigation link (Icon) to navigate the user to the Course Page/Details on the Monsha’at academy Course



6.5 Mazaya service history

1. User click My requests page in the side menu

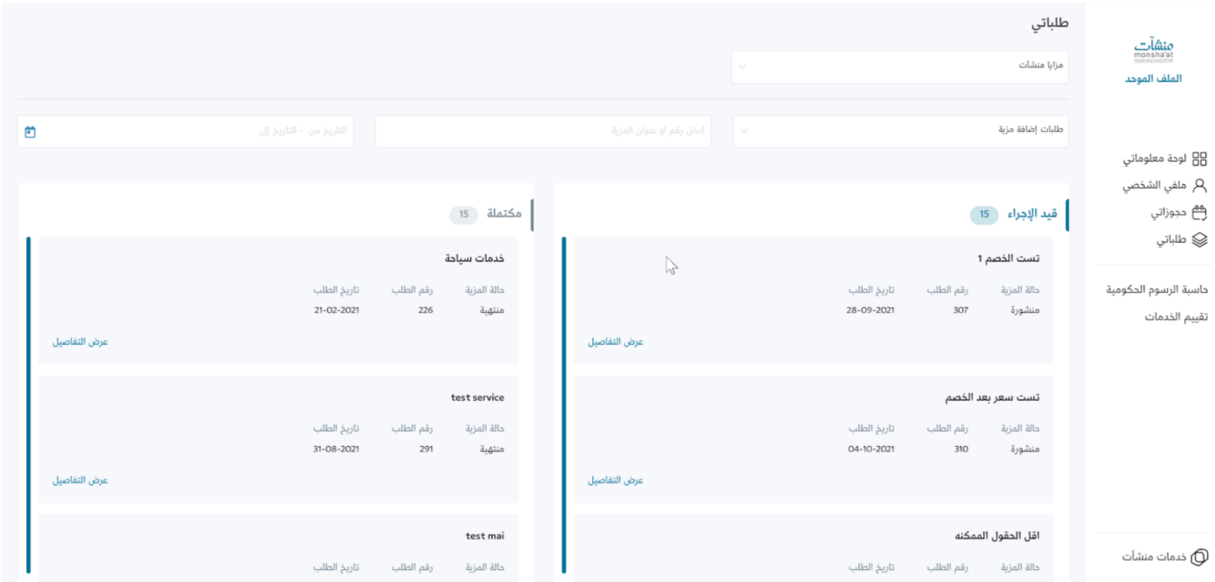
2. Filter by Mazaya service
3. In case the user not register on the system will display a simple description with link of the service

4. In case the user doesn’t have in any requests, he will see a message with that
5. In case the user are registered and have requests of Requests to add an advantage & requests to obtain an advantage

   System by default display add advantage requests
   System should divide the page into two columns:
   - In progress requests
   - Completed requests

   Each request card should include:
   a. Request title
   b. Request status
   c. Request date
   d. Request number
   e. Request details link

The user can filter by the following category:
- Request type Requests to add an advantage & requests to obtain an advantage
- Date range
- search by request number/ name



6.6 Unified registration requests tab

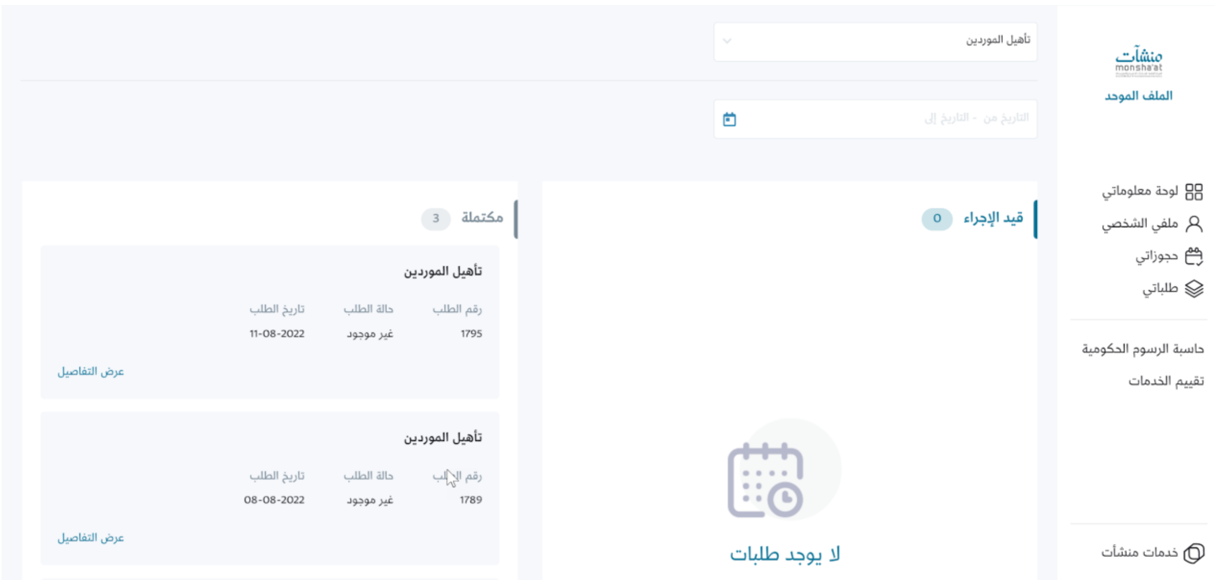
1. User click My requests page in the side menu
2. Filter by Unified services
3. User should be able to view all his / her requests in this page

request data

a. service name
b. request ID
c. submission date
d. request status
e. display more button will display the submitted form data or to redirect to unified form in case draft request
f. Tash icon to delete (draft requests) only

user should be able to filter by:

4. submission date ranges from - to



7. Monsha't services page

A list of all Monsha't services integrated or done on OUP will be shown here
List of services will be

- Mazaya
  - will direct the user to page my requests filtered by Mazaya
- Monsha’t academy
  - will direct the user to page my requests filtered by Academy
- Nawafith consultation
  - will direct the user to my reservation page
- Business Incubator license
  - will direct the user to page my requests filtered by EP
- Enterprise size certificate
  - will direct the user to the dashboard
- Unified form services
  - will direct the user to page my requests filtered by unified service

Each service will be represented by a card with the following information:

- Service title
- Description
- Number of pending services
- Arrow to direct the user to the listing page in case he has request
- Button view all services should direct the user to another browser tab to open Monsha'at service page