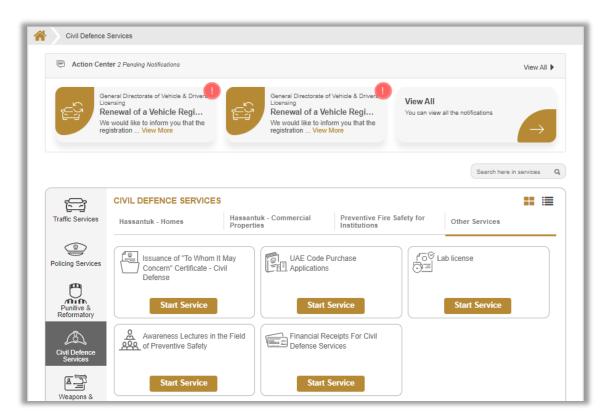


Ministry of Interior U.A.E

To whom it may concern certificate User Manual



To access the service, navigate Issuance of "to whom it may concern" certificate – Civil Defense from the list of other services that is related to civil defense services then click on start service icon.



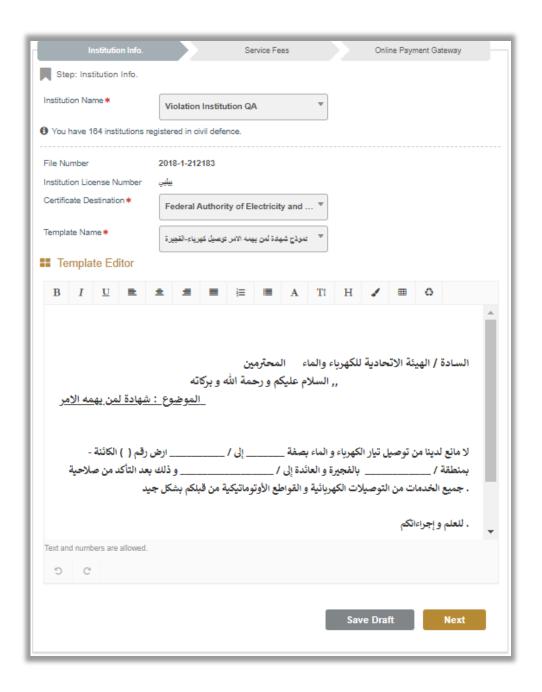
 To apply for to whom it may concern certificate, Select the desired institution first then click on **New Request** button.



1.Institution Information:

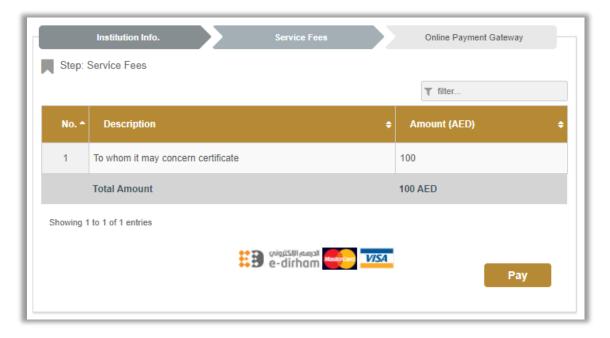
Make sure you have selected the correct **institution**, then choose the **certificate destination** and **template name**.

You can modify the certificate form through the template editor below. Also
you can then choose between saving the request as a draft or completing
the application process by pressing the next button.



2. Service fees:

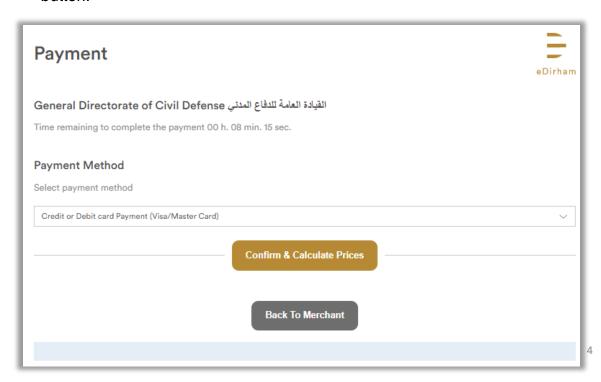
If you click the **Next** button, you will be directed to the service fees step where the service charge is displayed as shown below. To go to the online payment gateway press the **pay** button



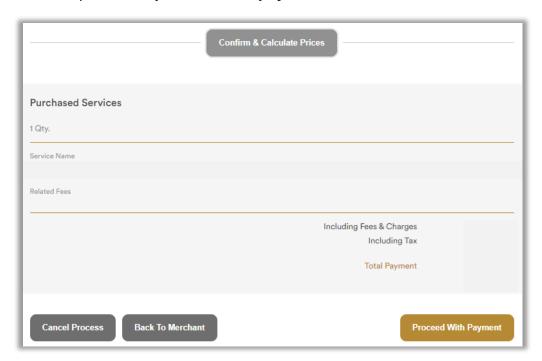
3.Online Payment:

To complete the payment process follow the following steps:

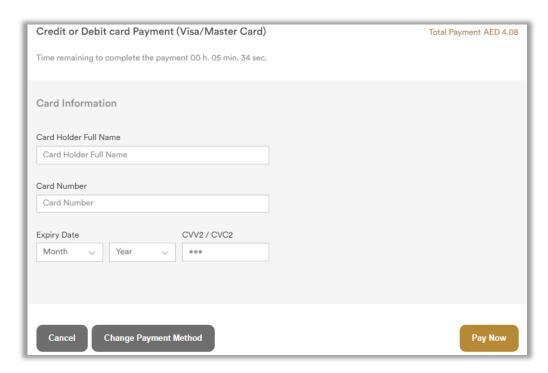
1. Choose the payment method and then press **confirm and calculate prices** button.



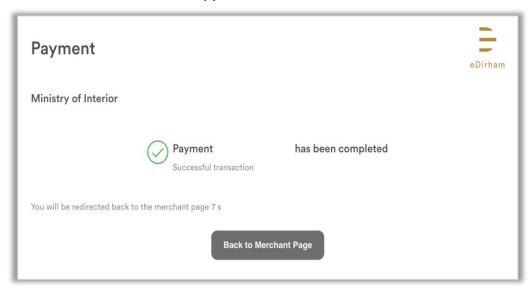
2. The details of fees will be displayed to move to the next step click on **proceed with payment**.



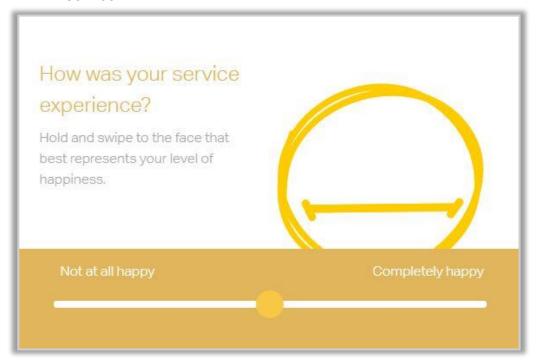
". If you choose "Non-E-Dirham card", the next screen will appear where you can enter card data and then press the **Pay Now** button.



 After the payment process has been successfully completed, the screen below will appear.

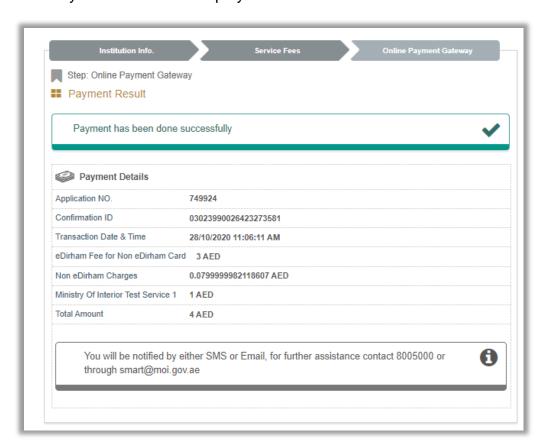


 The happiness meter screen will appear through which you can rate the service.



Payment Result:

Payment details are displayed as described below



 Your application is then transferred to the audit or inspection phase by the Civil Defense department and if the application is approved the application status changes to "Certificate Issued" where you can successfully upload the certificate.

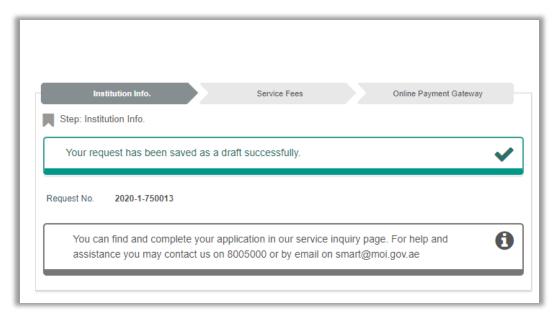


Certificate form

Here is an example of an issued certificate



• If you press the "Save as draft" button in the first step of the request, the following message will appear.



- In this case, the status of the application is "pay fees", where you can follow up on the request through the following:
- 1.Press the "View" icon and then press the proceed button
- 2.Press the proceed icon





 The details of the request are displayed, press the proceed request button to complete the steps



 You can successfully continue submitting the application by following the steps described previously.

