



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

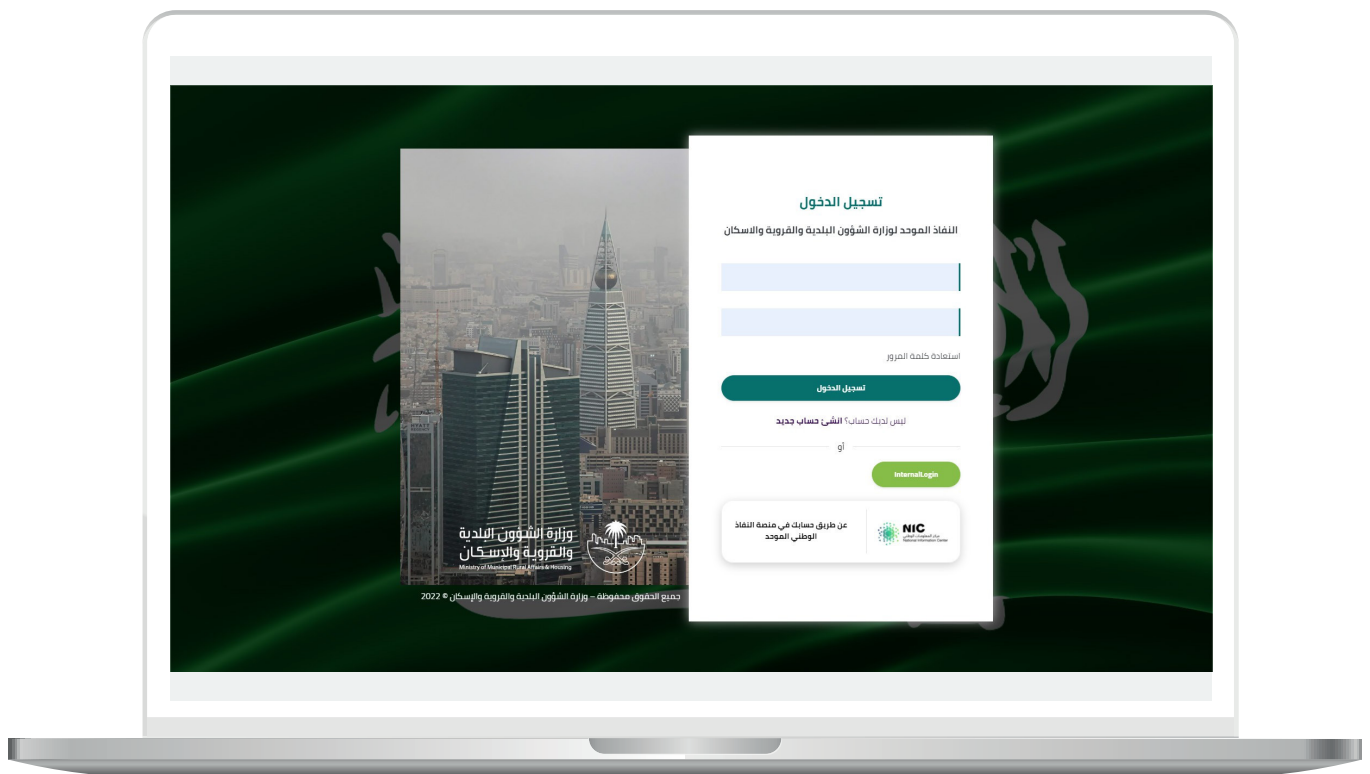
Service of Follow-up on the

Status of Deceased Transport & Preparation

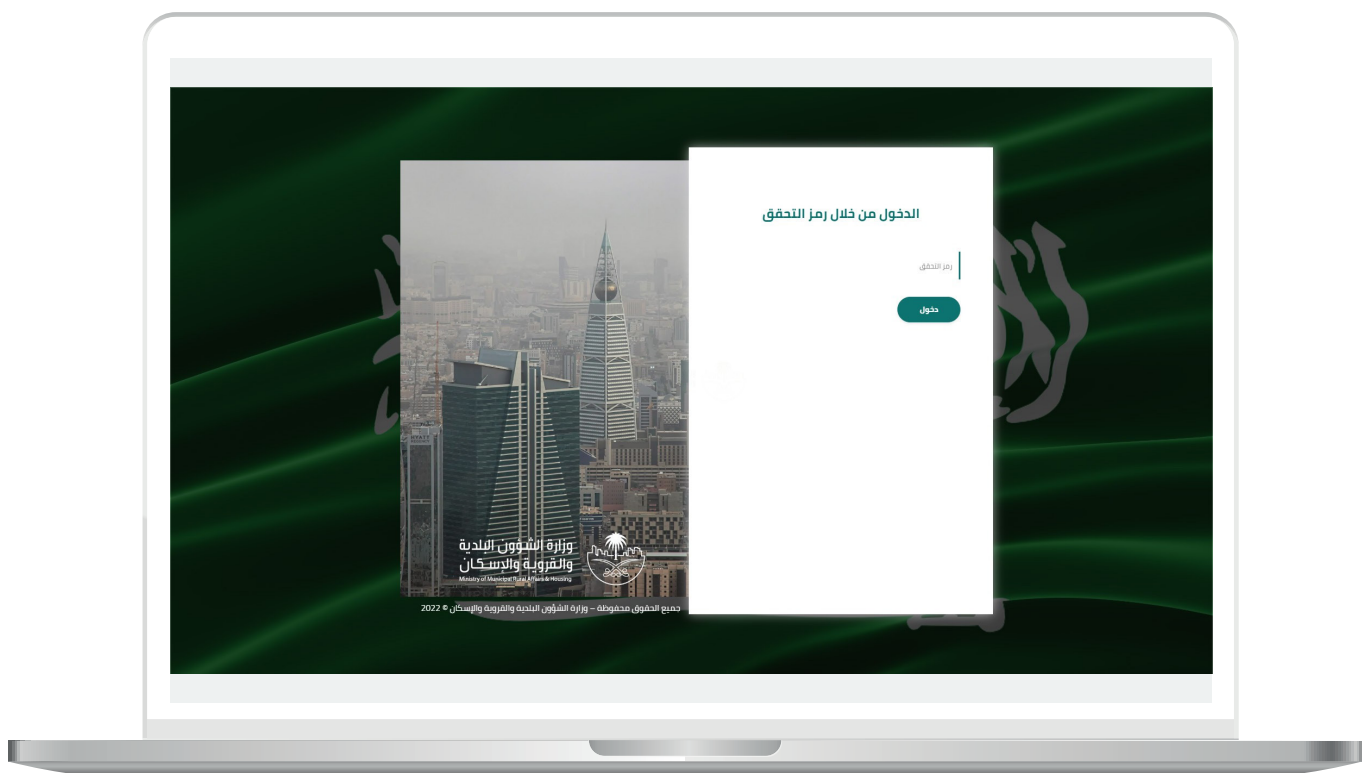
Beneficiary's
Copy

Logging into the System

1) After accessing the system link, the following screen will appear, where the user enters their details (**National ID/Iqama Number, Password**) and then clicks the (**Login**) button.



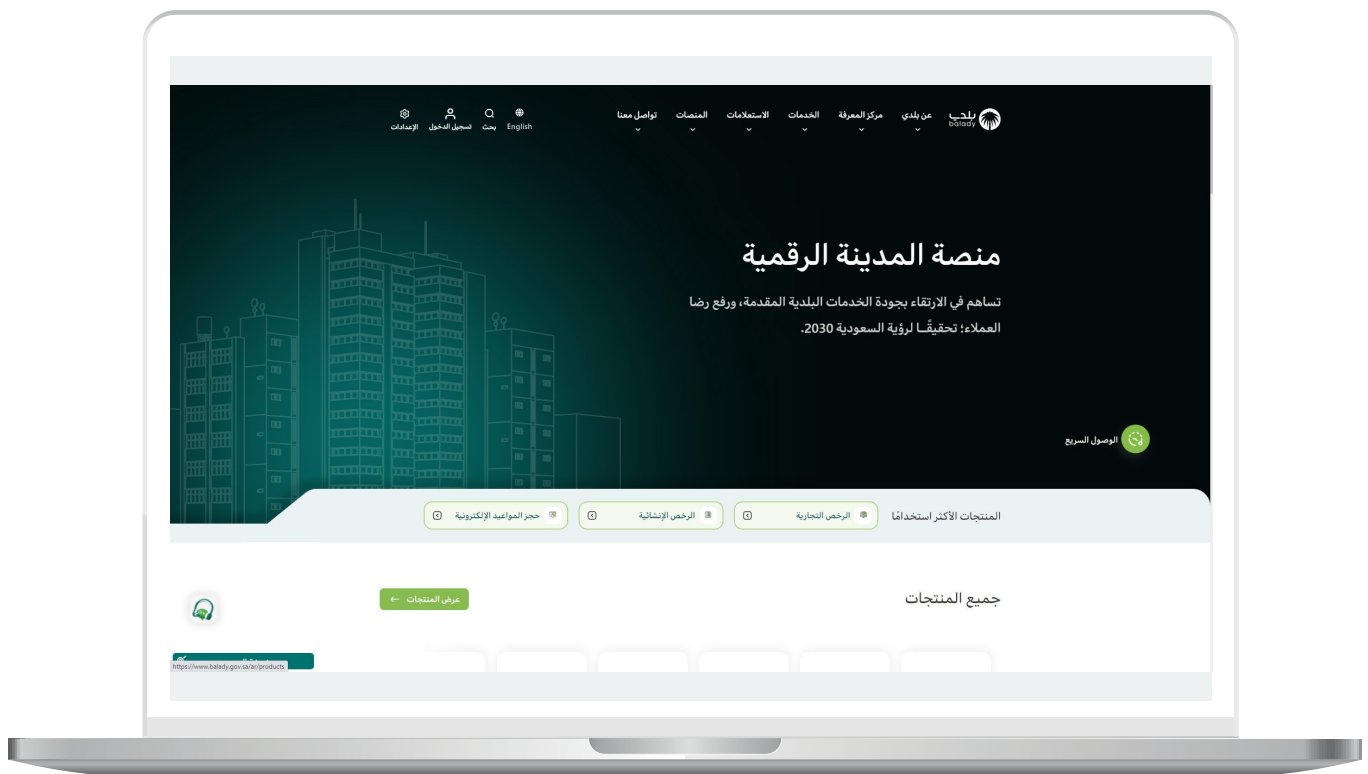
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



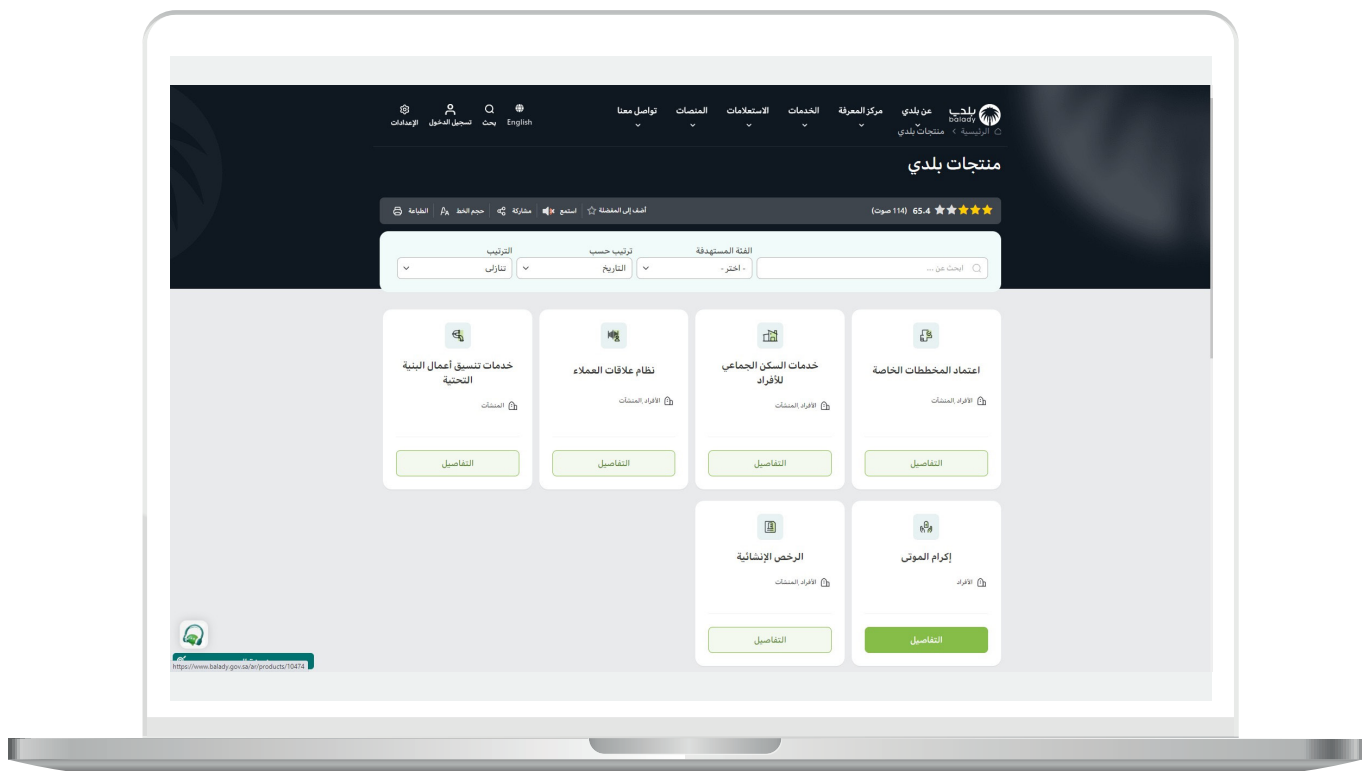
Service Request Steps

1) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

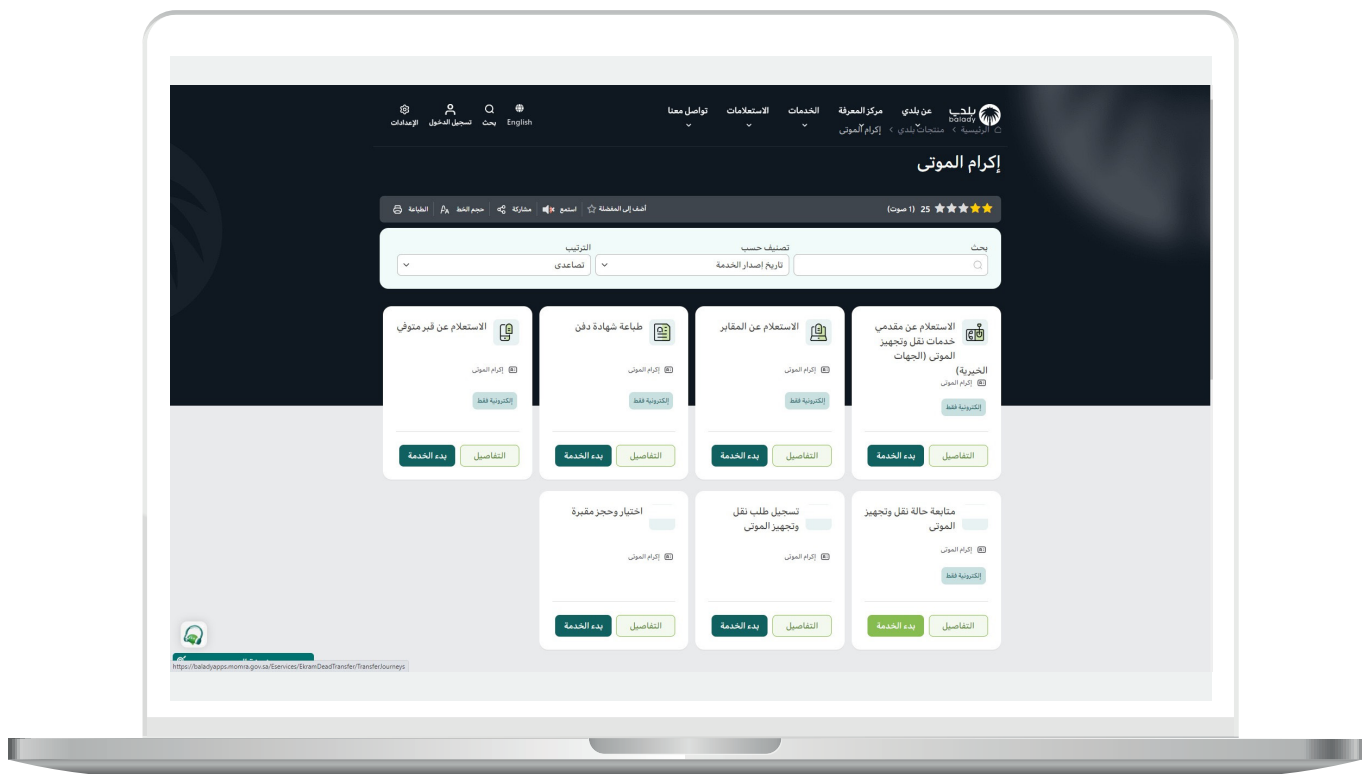
The user then clicks the **(View Products)** button.



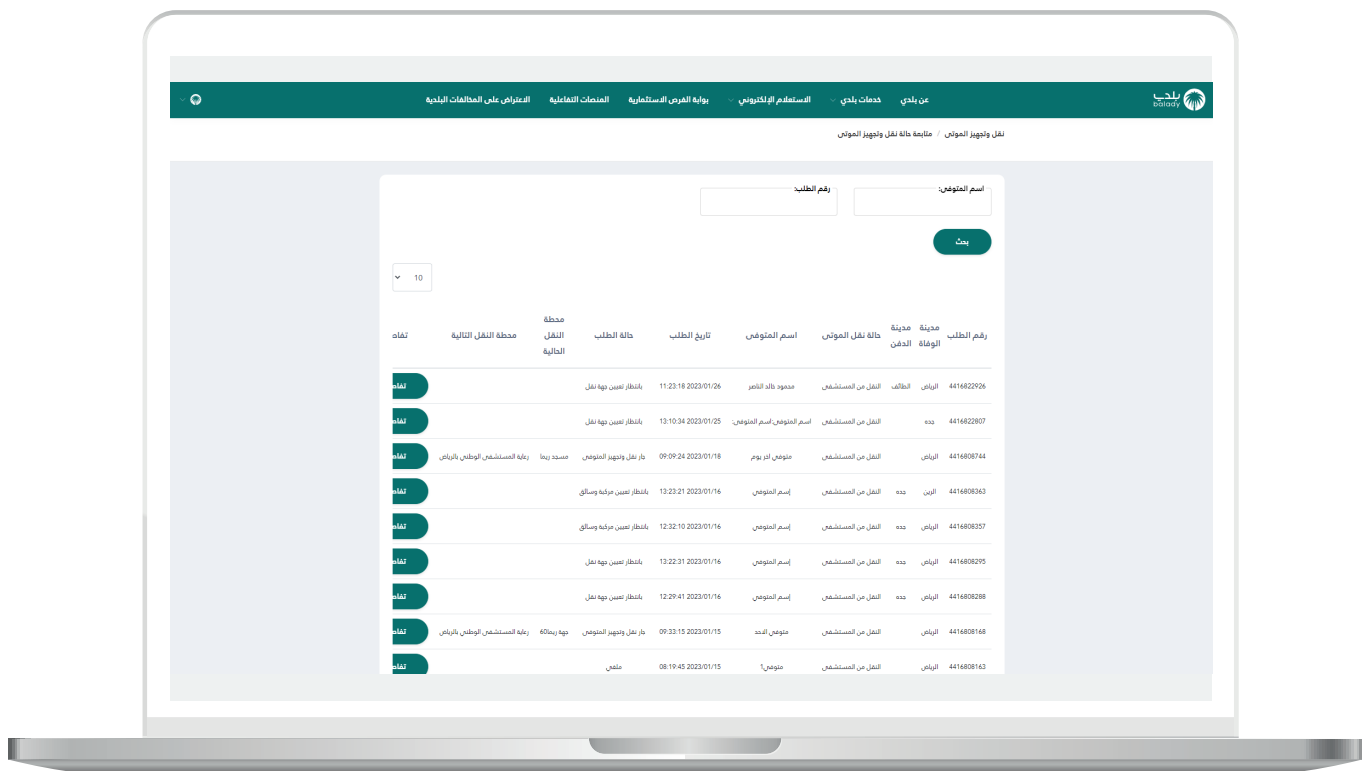
2) To start the application process, the user selects the product (**Honoring the Deceased**) as shown below.



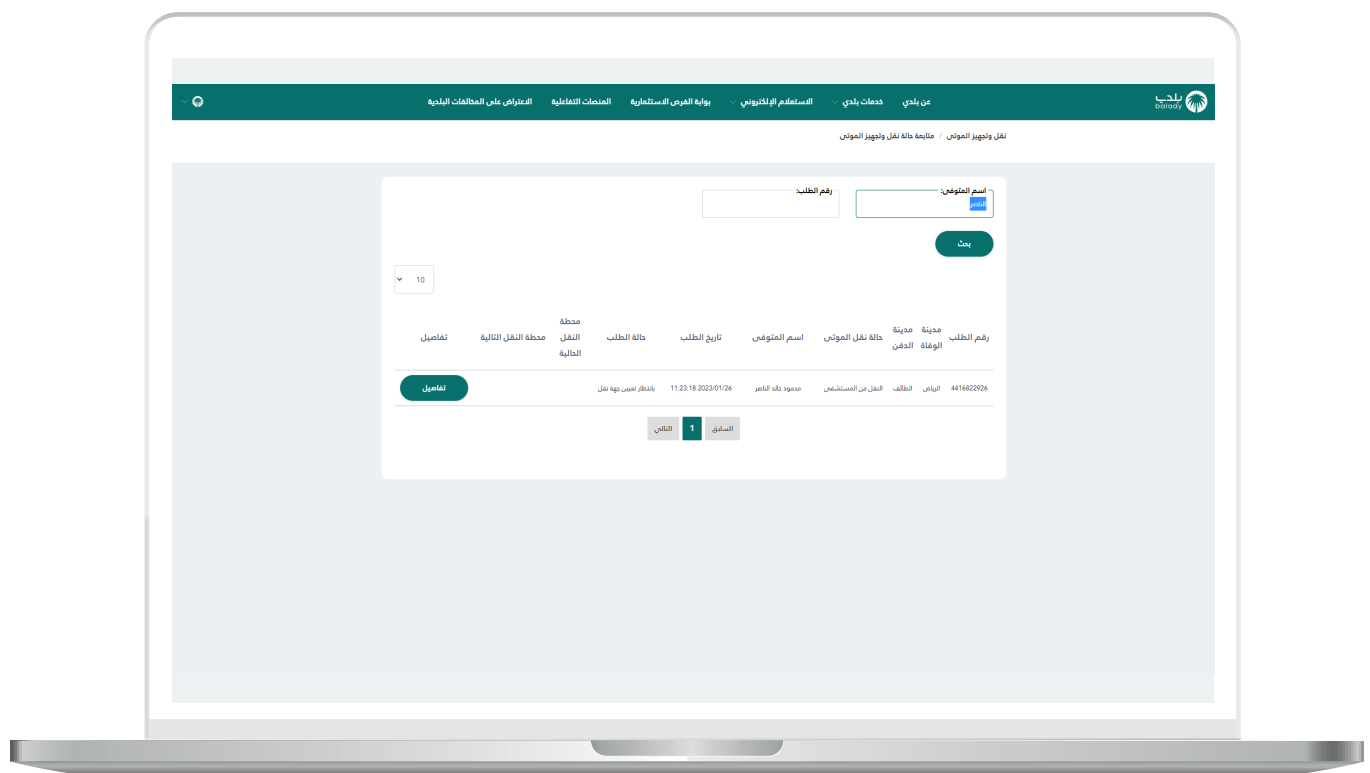
3) A screen appears displaying the services provided for honoring the deceased. The user selects (**Follow-up on the Status of Deceased Transport and Preparation**) as shown below.



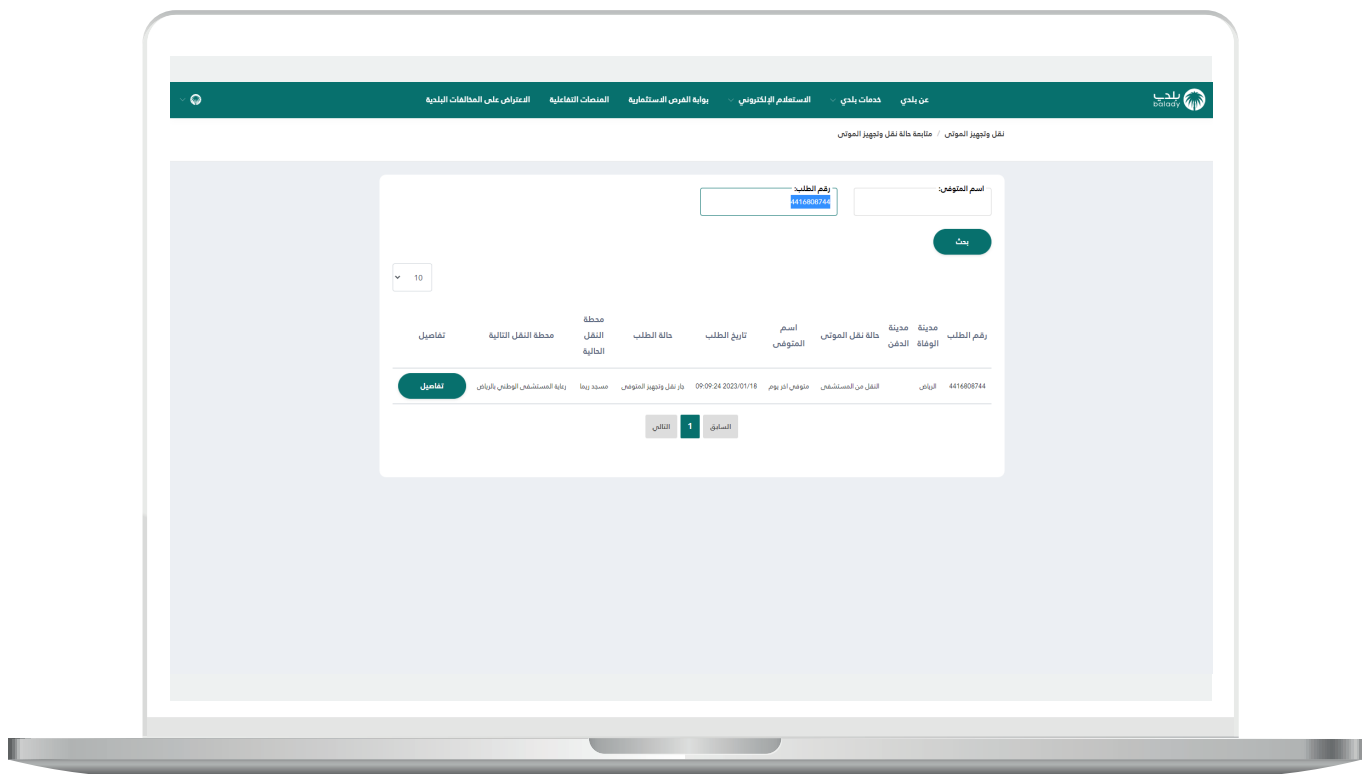
4) The next screen allows the user to track the transport status by filling in one or more of the following search criteria: (**Deceased's Name, Request Number**), then clicking (**Search**).



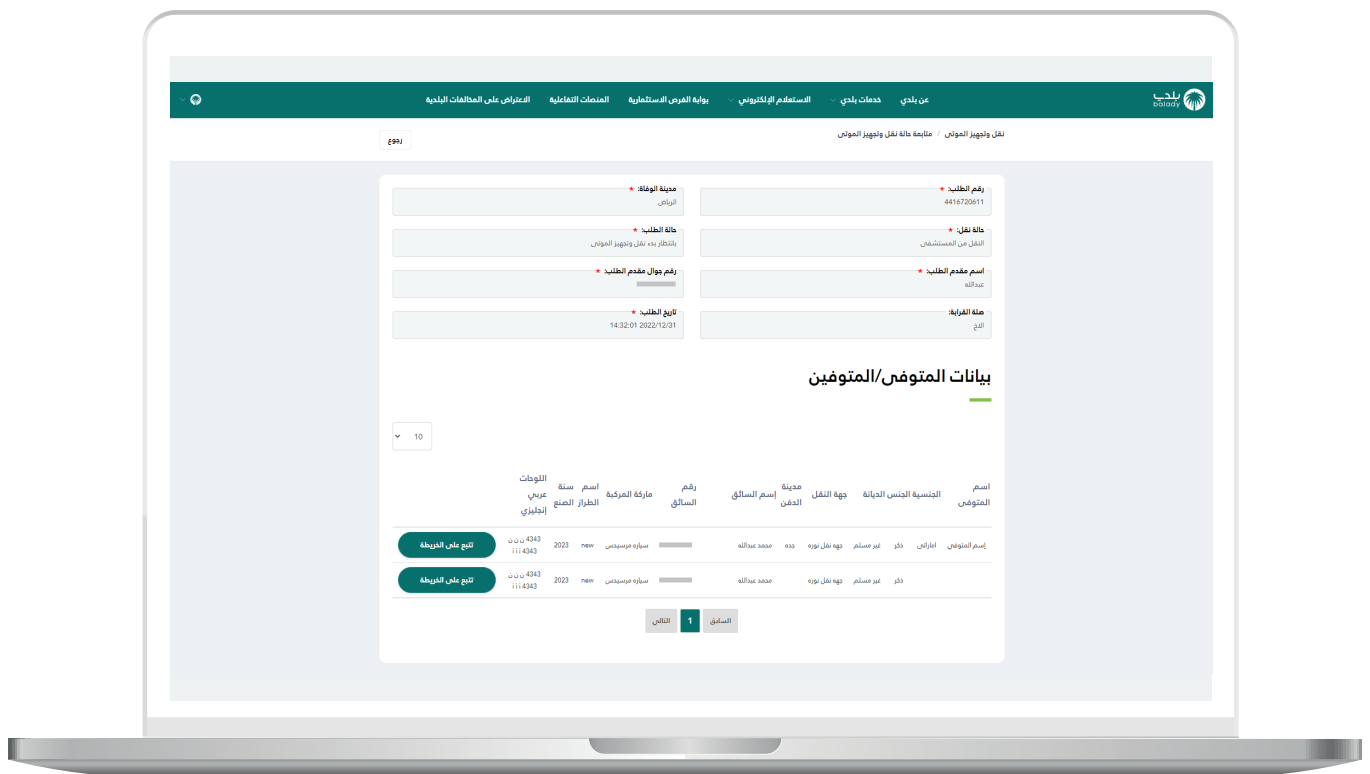
5) The following screen is an example of searching by (Deceased's Name).



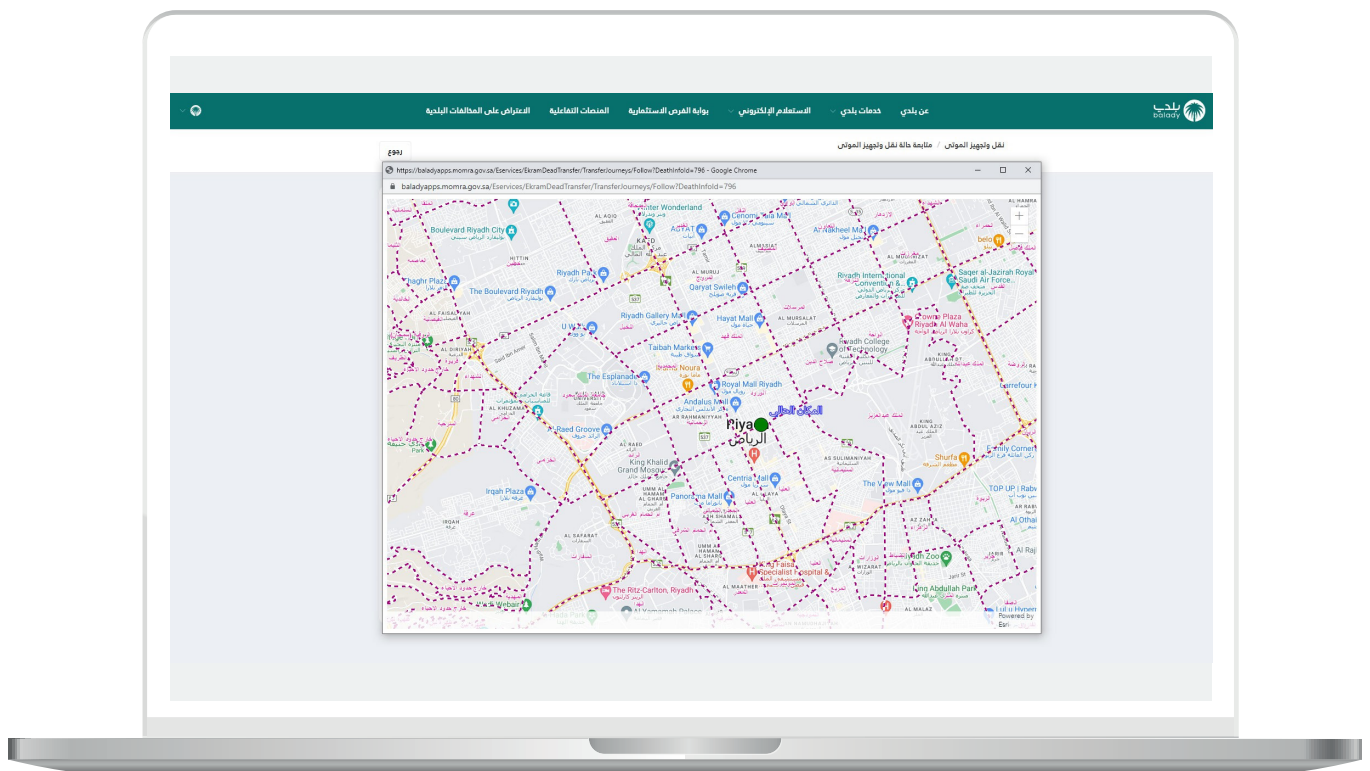
6) The following screen is an example of searching by (Request Number).



7) Clicking **(Details)** displays the request details as shown below, allowing the user to view the map by clicking **(Track on Map)**.



8) Clicking **(Track on Map)** displays a map showing the current location.



 | 199040 Direct Contact Number

 | @Balady_CS Customer Service

