TAWAZUN INDUSTRIAL PARK

مـجـمـع
تـــوازن
الـصـنـاعـي

Tawazun Industrial Park (TIP)
Abu Dhabi, UAE

Visitors Management System

Adding New User - Manual

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<u>Adding New User External</u>

1. Introduction

Tawazun Industrial Park is a high secure area and it is so because of the nature of business within. The Park can be accessed only through gates passes, short and long term. The gate pass process is indeed a complex process, again due to the nature of the business here. Nevertheless, our studies over the last year have revealed scope of improvement in the procedure majority because of the challenges with the existing process being manual.

In our continuous effort to improve all services and facilities inside the park, an automated Gate Pass Management System, Hayakum, has been developed.

Adding New User External

2. Adding New Users by Administrator

To add new user to the account, the company account must be approved by TIP security which also will be at the approval of the new company administrator.

As the Administrator, login to the account to view the tabs and functions.
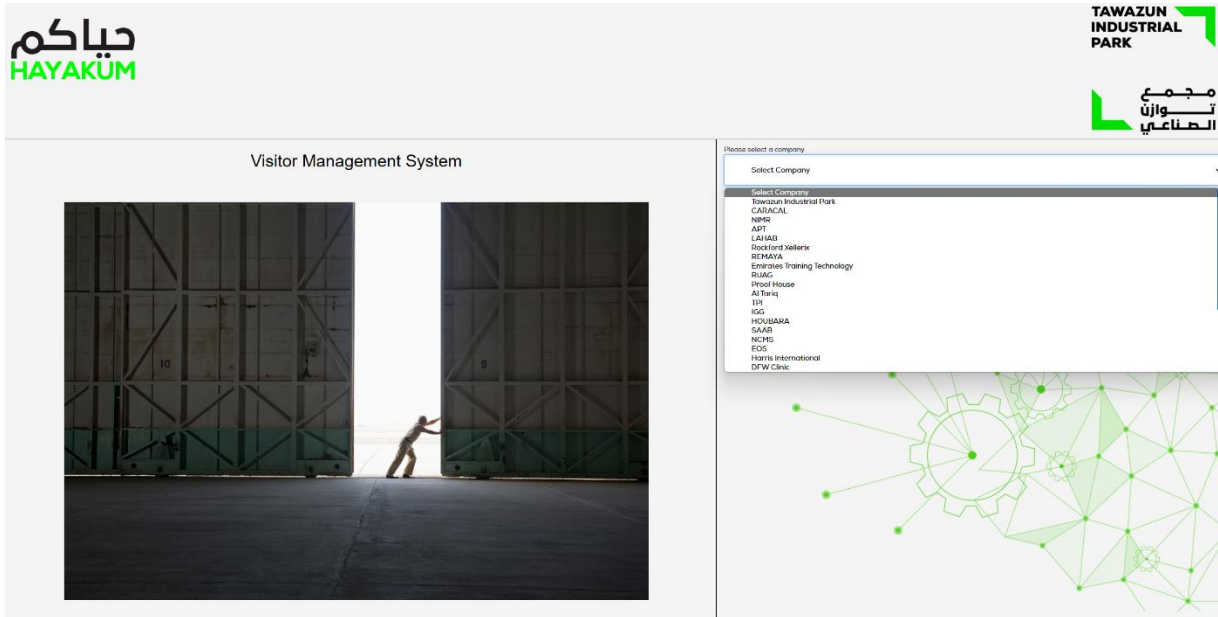
Select Any of the Tenant company

Figure A

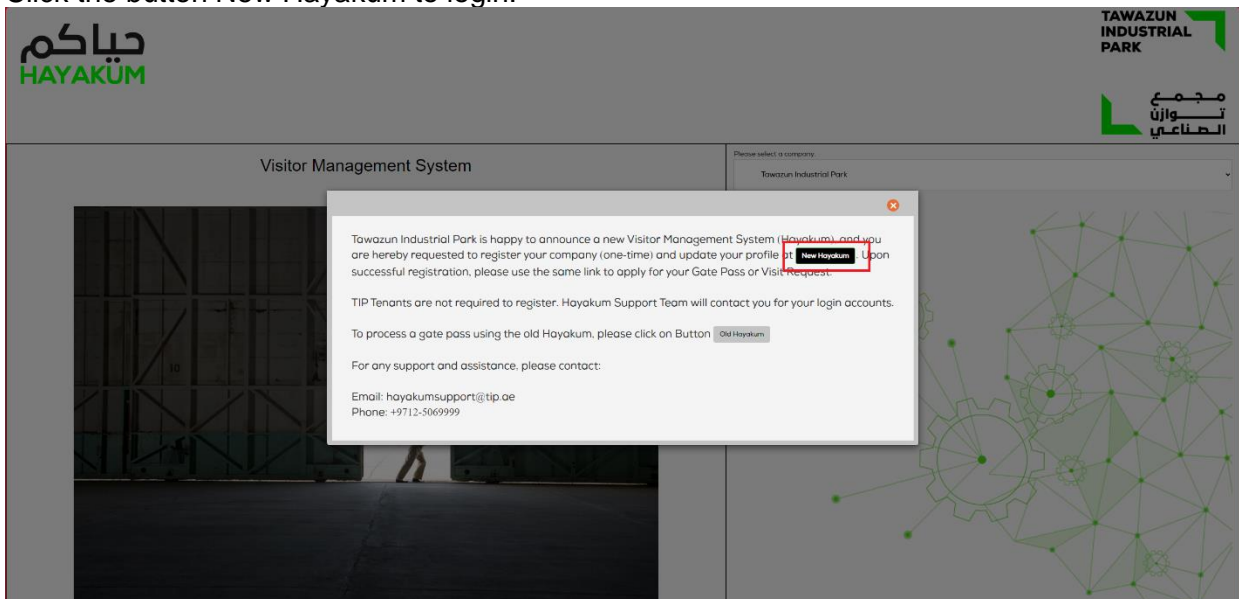Click the button New Hayakum to login.

Figure B

Adding New User External

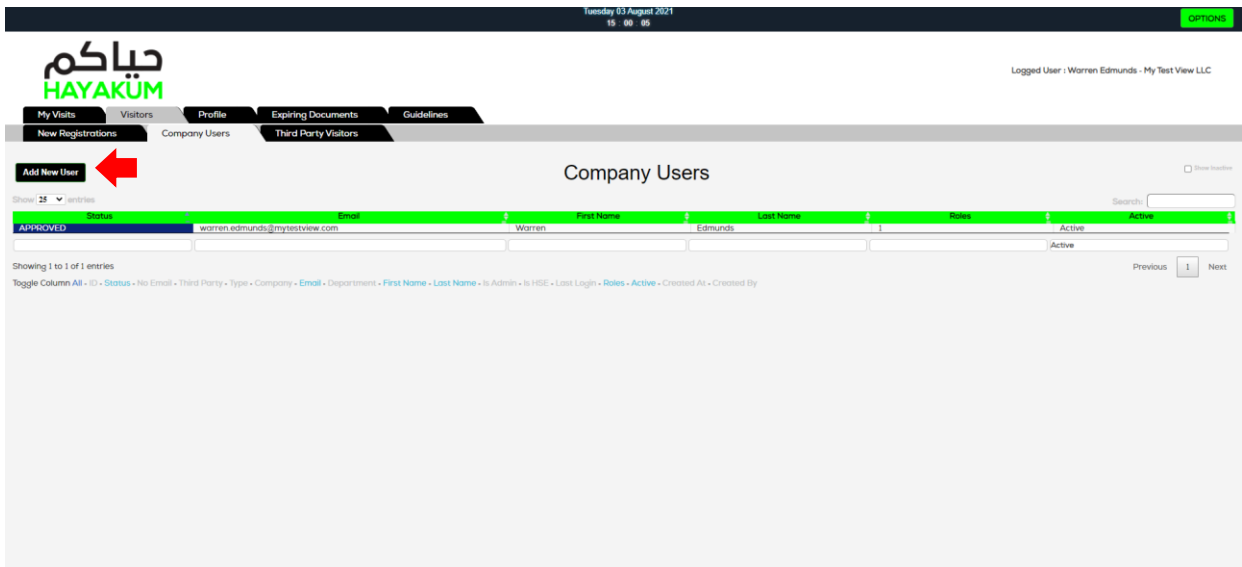Go to Visitors tab in the menu. A page will be appeared as shown in Figure 2.

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Click "Add New User" as shown on figure 2. All other required information under each mandatory field (symbolized by red asterisk *)

Continue the registration by filling all other mandatory fields in "Add New User" page. (Refer figure 3)

Figure 3 - Add New User

Click Upload to upload the photo of your new user. (Refer figure 3)

'+' button used to zoom in the uploaded image and '-'button used to zoom out the image. Once finalize the size of image click "Save". (Refer figure 4)
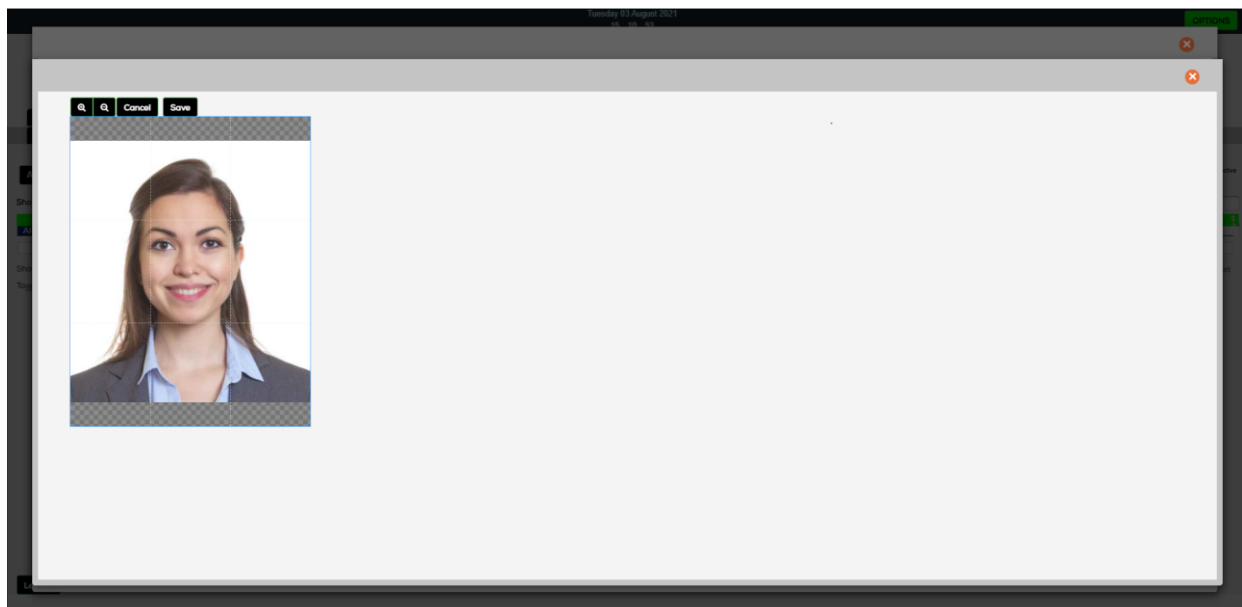

Figure 4

Click on "Choose file" button to upload the required documents such as Passport Copy Emirates ID/ National ID Copy and Visa Copy. (Refer figure 5)

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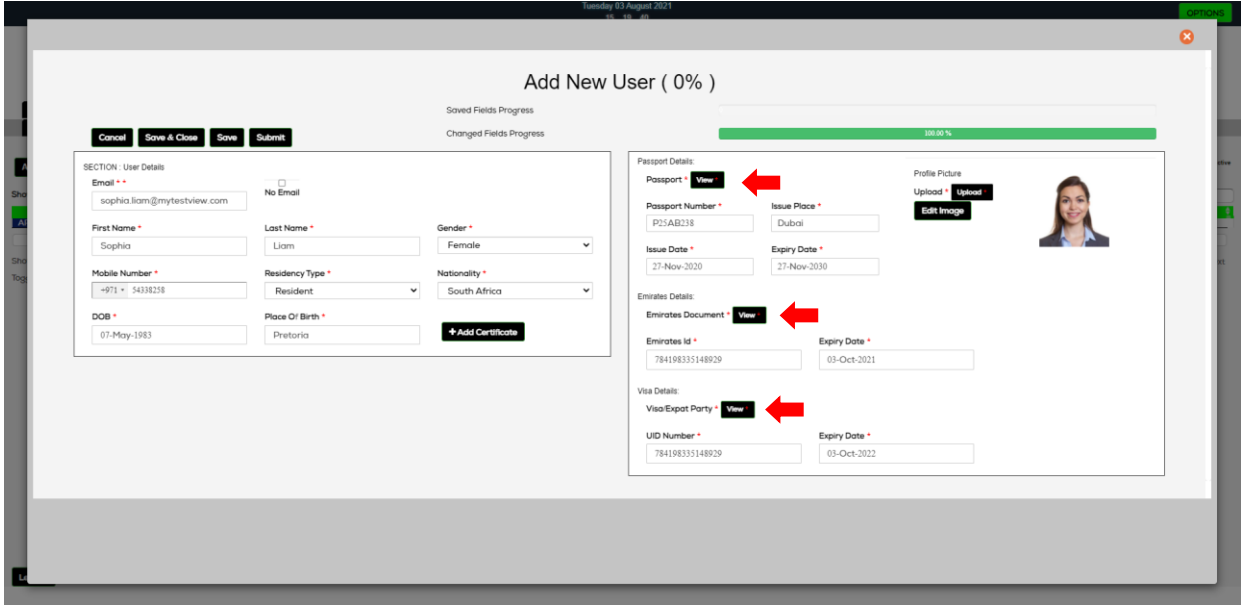*Note: Press SAVE button to see the save fields Progress*

Figure 5

After clicking on "choose file" button you may now upload the documents that are required to each field and click Save. (Refer in figure 6)
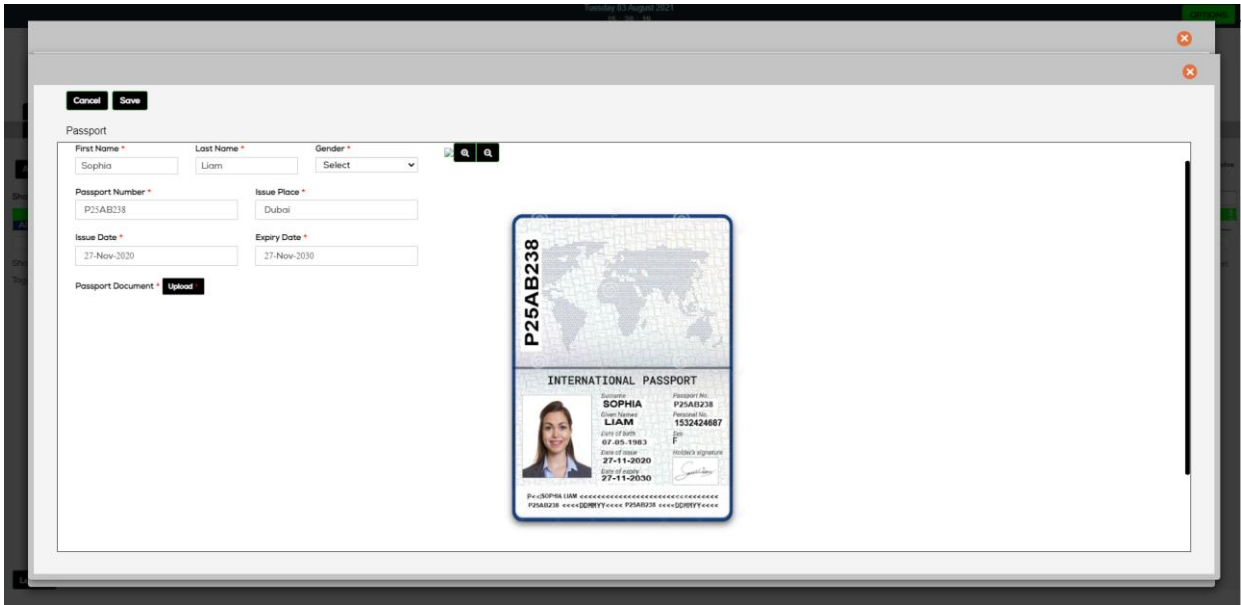

Figure 6

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Once the New user's details are completed or 100% the Submit tab will be activated as shown in figure 7.

The Administrator will submit, the new user will receive an email confirmation and password link for verification.
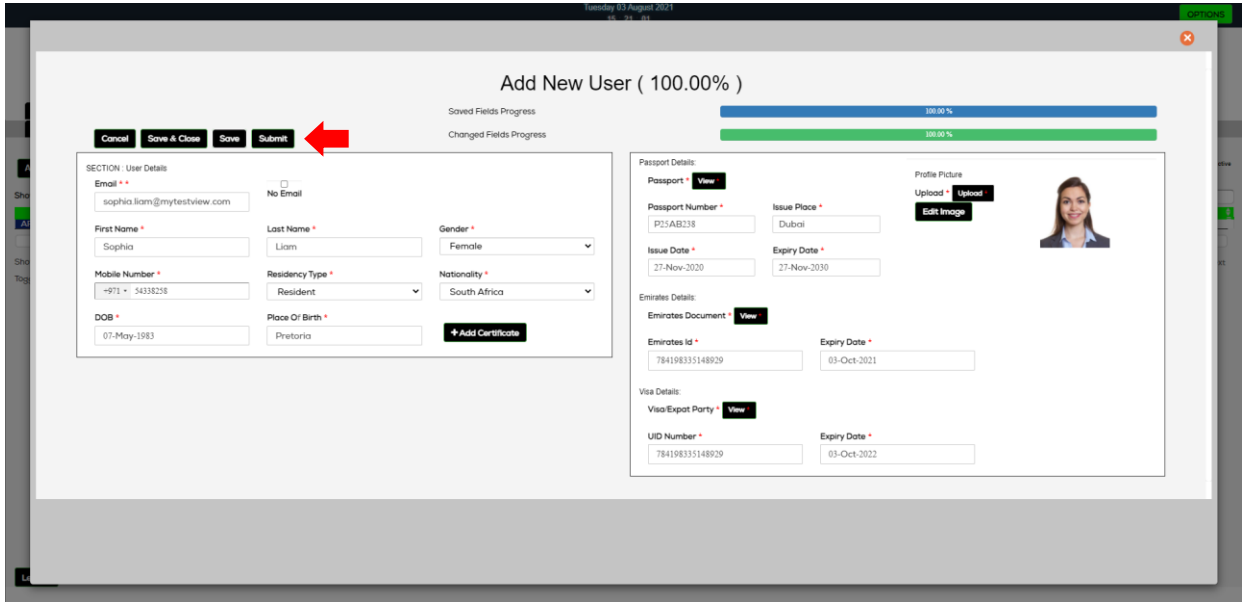

Figure 7 - Submission Tab

An Email notification will be sent to the registered Email Address of the New user. Click the link for updating password (Refer figure 8)
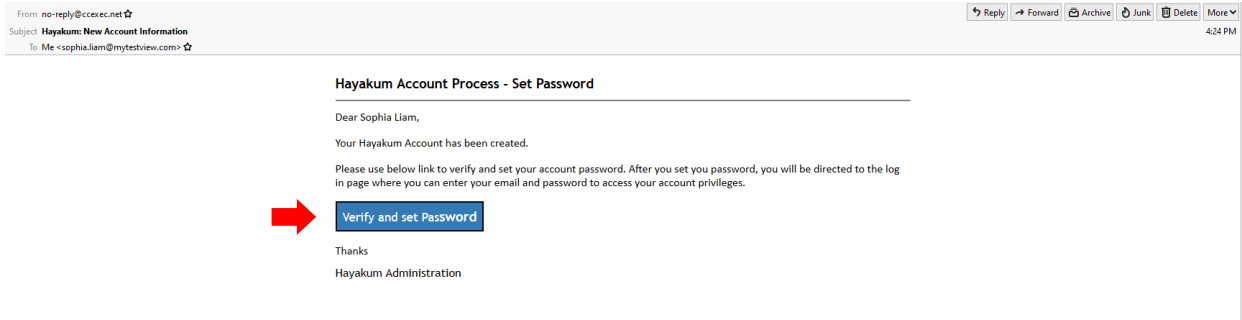

Figure 8 - Set Password Email

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After clicking the link, create your own password and click Update. (Refer figure 9)

Figure 9

Once done creating the password, pop-up message will appear and will direct your user in the Login page. Your new user may Login to his/her account.

Note: If the New users will not update his/her password, his/her name will not be able to be seen from the list of company users and not able to create a visit request under Administrator page.