Tawazun Industrial Park (TIP)

Abu Dhabi, UAE

Visitors Management System

Adding Third-Party User - Manual

Adding Third Party User Manual

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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.

2. Adding Third Party New User

To add Third-Party 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.
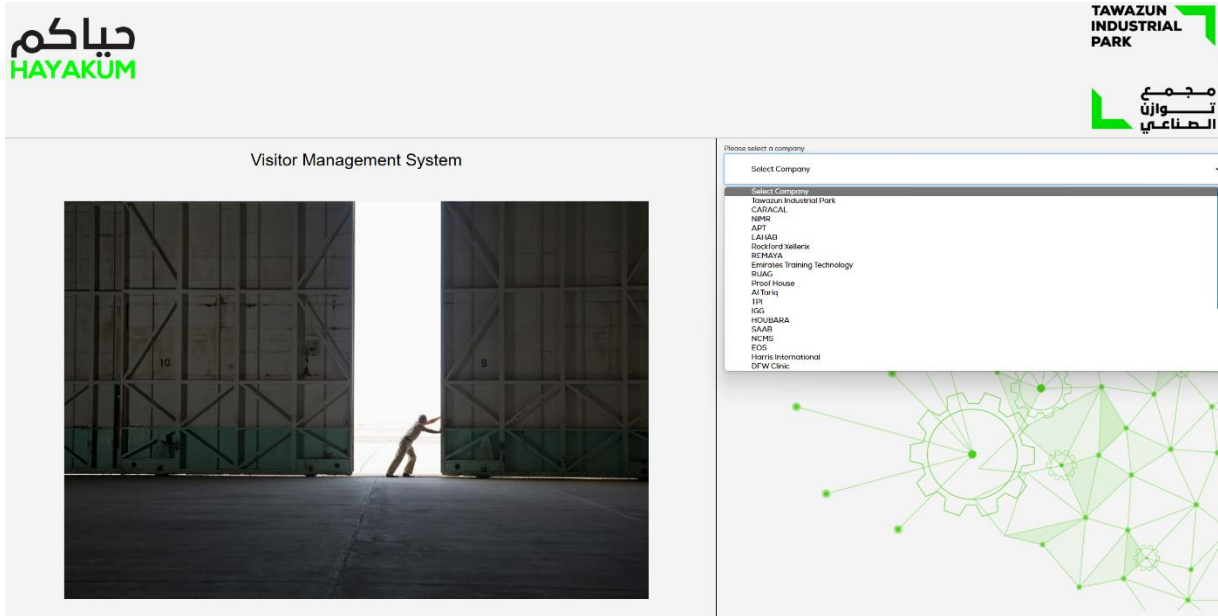
Select Any of the Tenant company
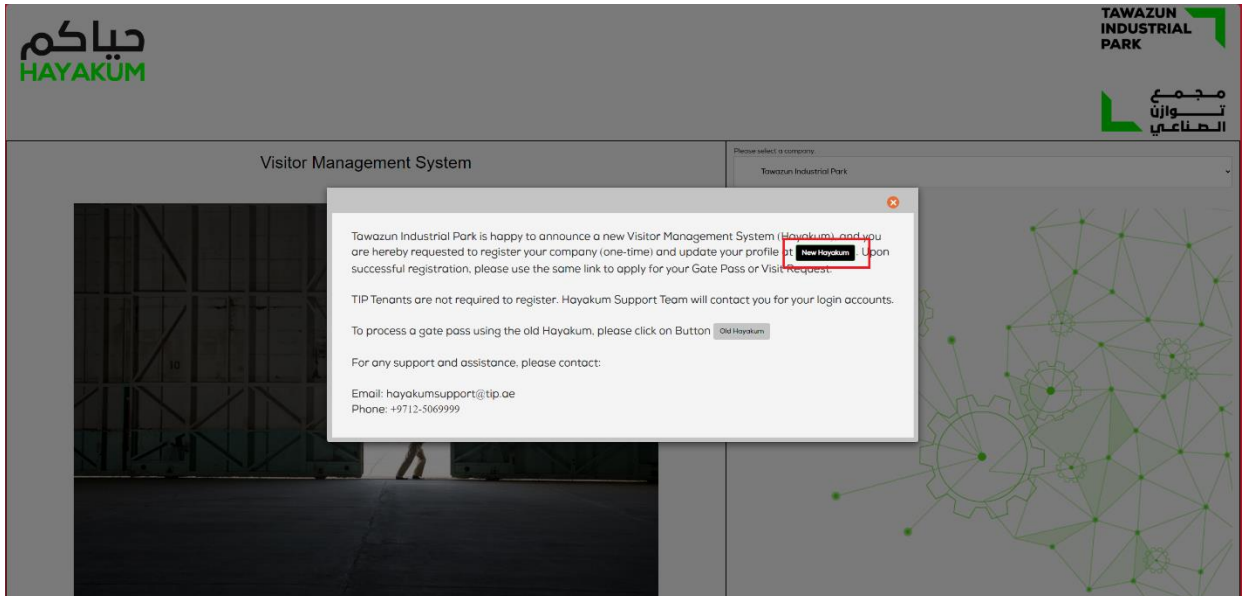

Figure A

Click the button New Hayakum to login.

Figure B

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As the Administrator, type the username and password and press login button (refer figure 1), you will be redirected to the account once he/ she agree with the terms and conditions as shown as figure 2.
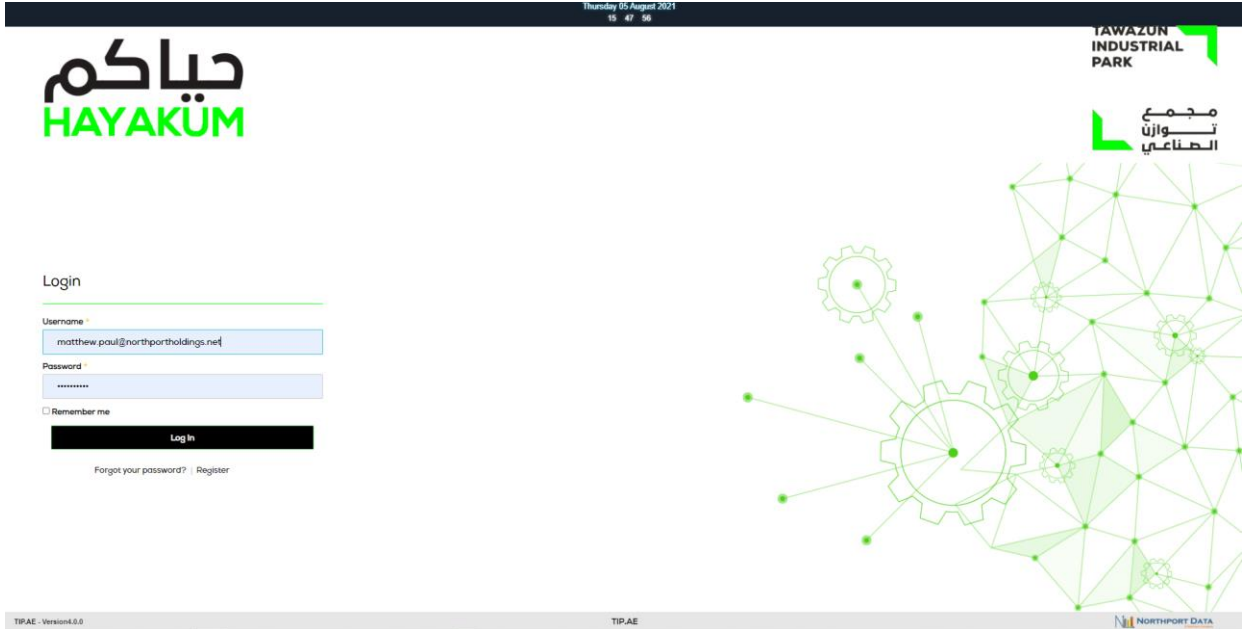

Figure 1

2.1 User's name already listed

Go to Visitor's tab in the menu. A page will be appeared as shown in figure 2. Select Third party Visitors Tab.
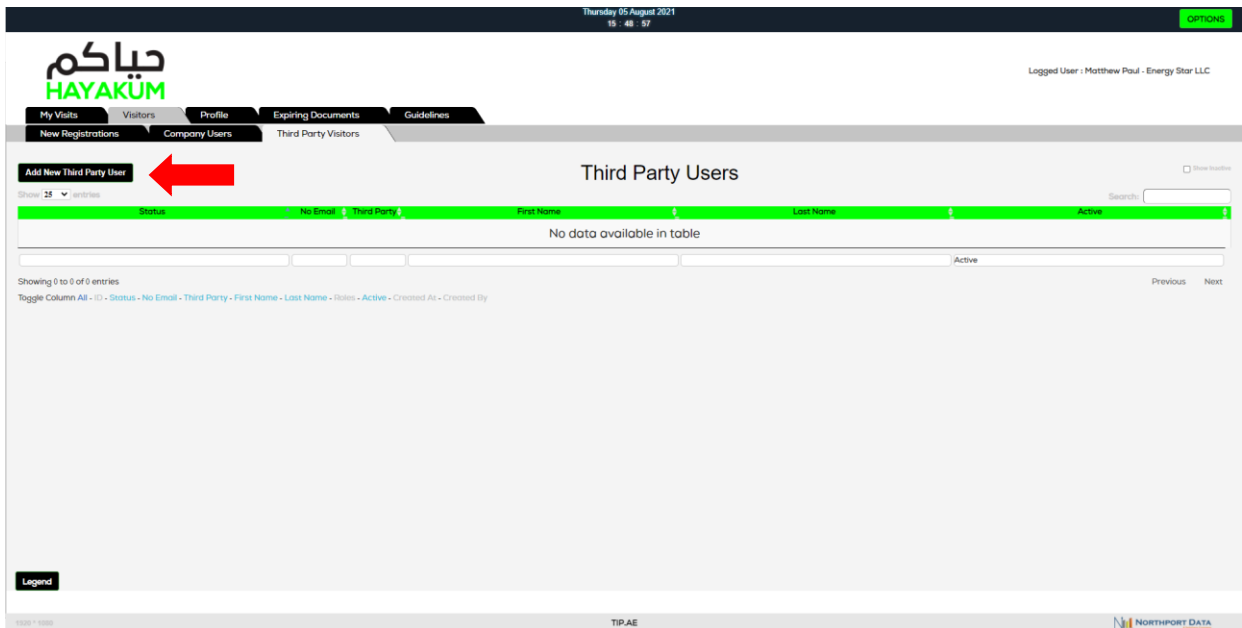

Figure 2

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Click "Add New Third-Party User" as shown in figure 2. Search using First Name, Last Name or Document Number then click Search. (refer figure 3)
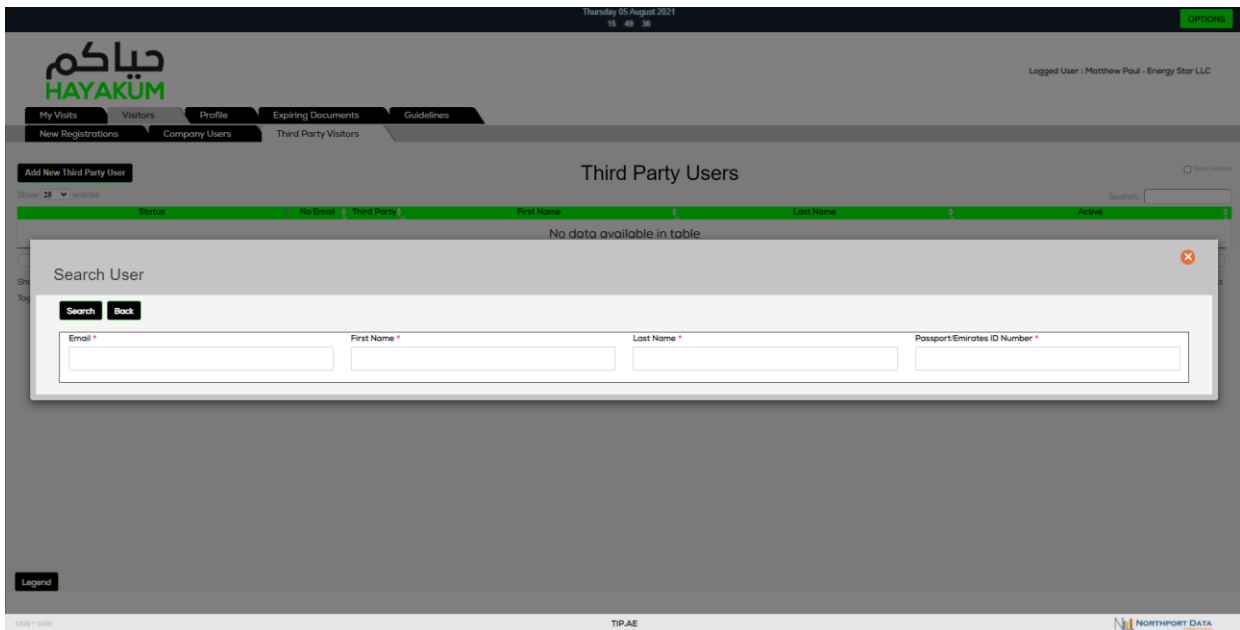
After clicking search button, the page will update base to the Name or document number you entered. (Refer figure 3)

Make sure that you found the right person's name by viewing the details of the user before adding to your third-party list. (Refer figure 4 & 5)
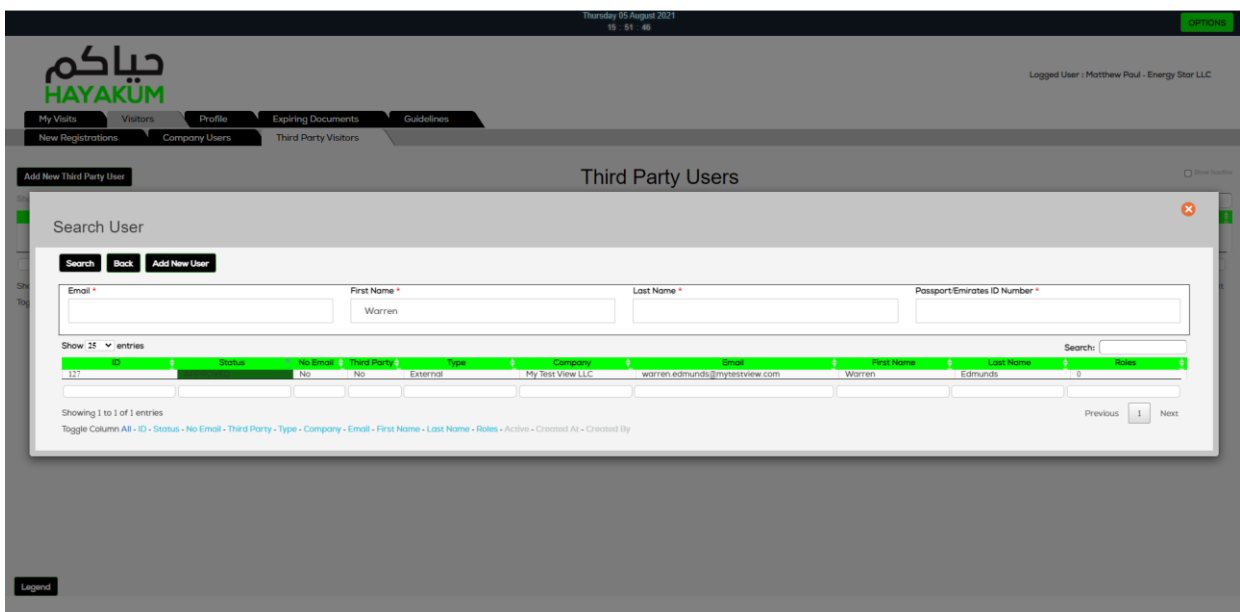
TAWAZUN INDUSTRIAL PARK
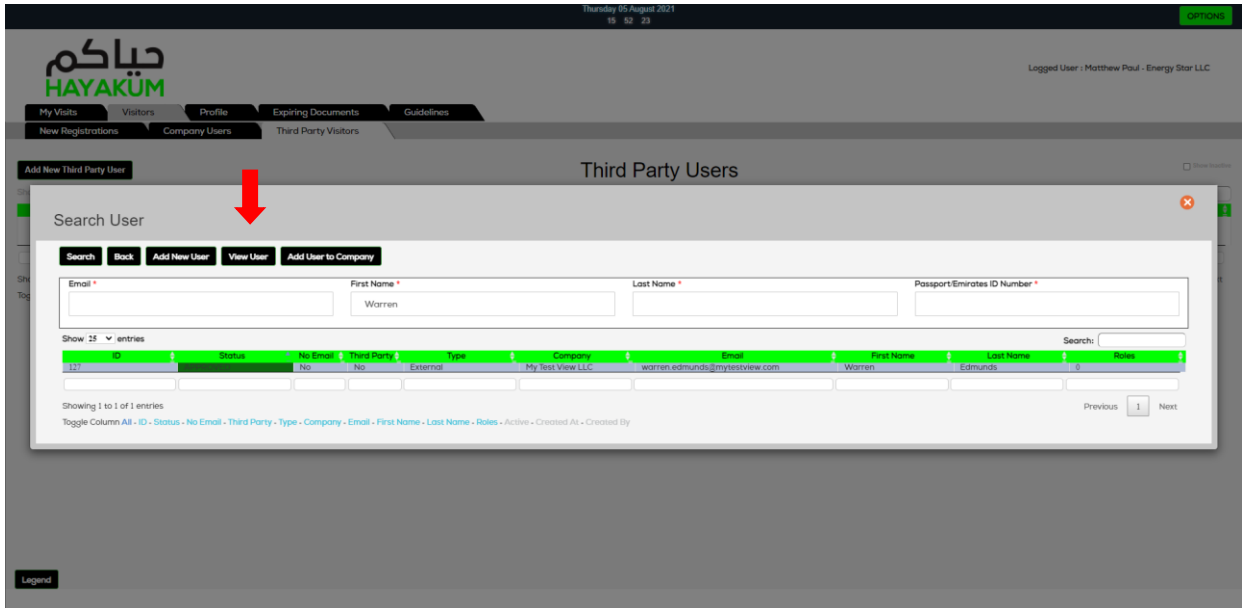
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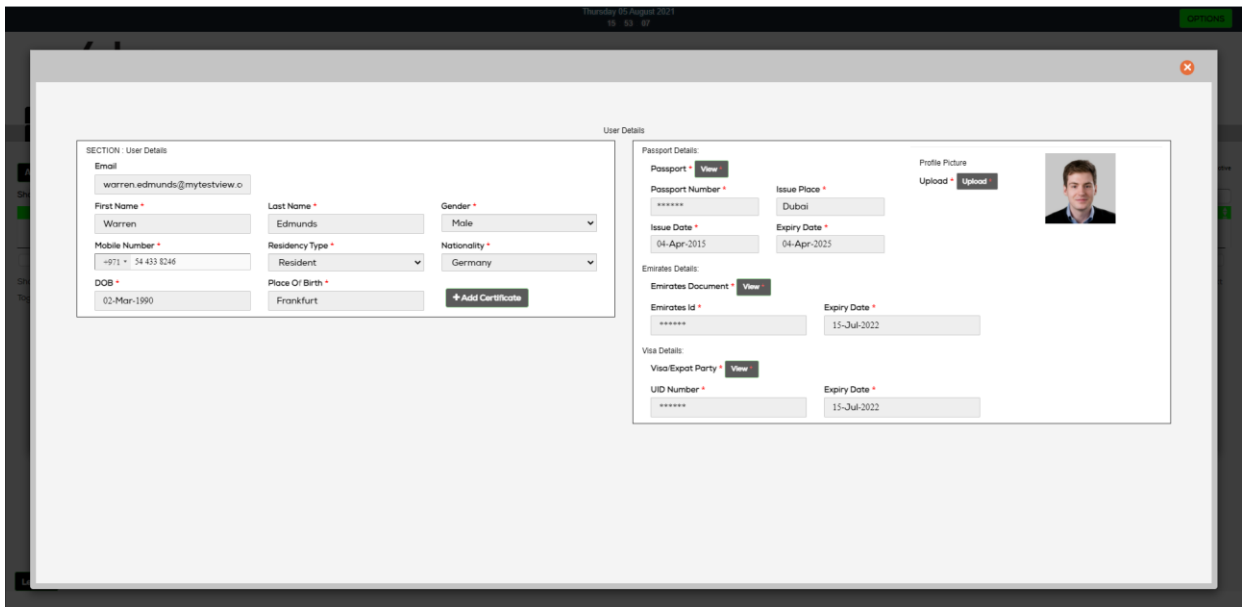

Figure 5

After clicking "View User" (refer figure 6)

Figure 6 - Third-Party User Details

After cross checked, you may add the users name to your company as a third-party user click "Add user to Company" (refer figure 7)

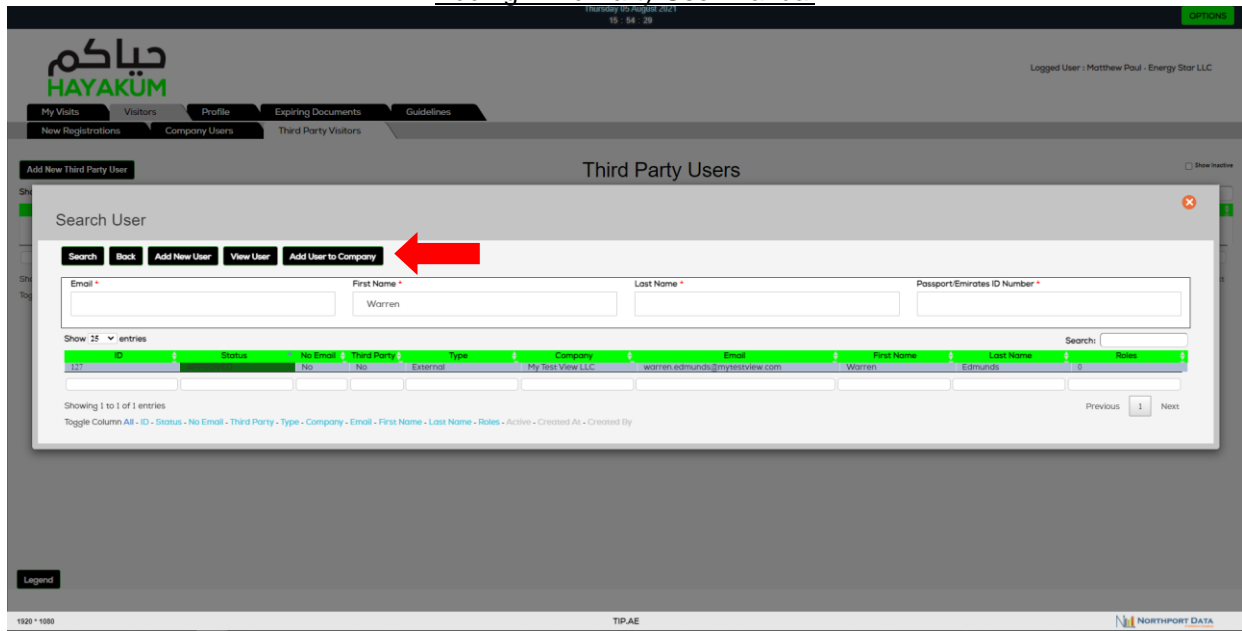Adding Third Party User Manual

Figure 7

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After Adding the user's name to your company, you are now able to be seen the user's name in your Third-Party Users List as an APPROVE status. (refer figure 8)
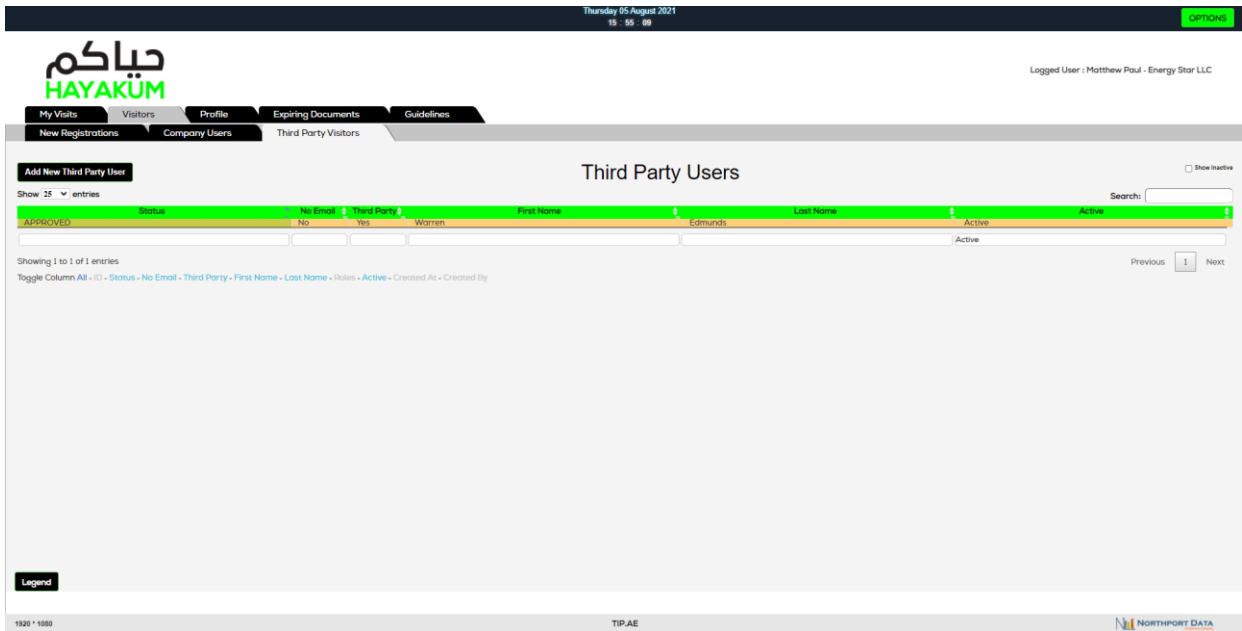

Figure 8

You can view, edit or deactivate the details of your third-party user by clicking any of the button. (Refer figure 9)
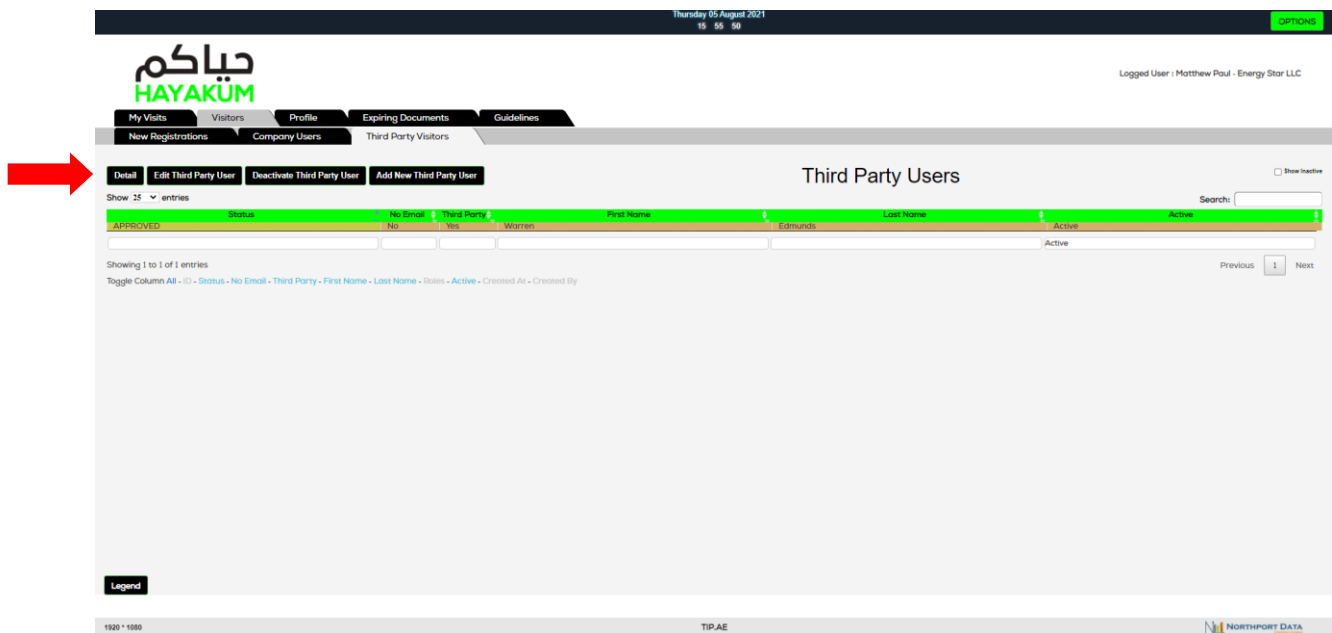

Figure 9

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Note: All documents that saved from the company of Third-party user will be visible by the requester or Administrator as shown in figure 10.
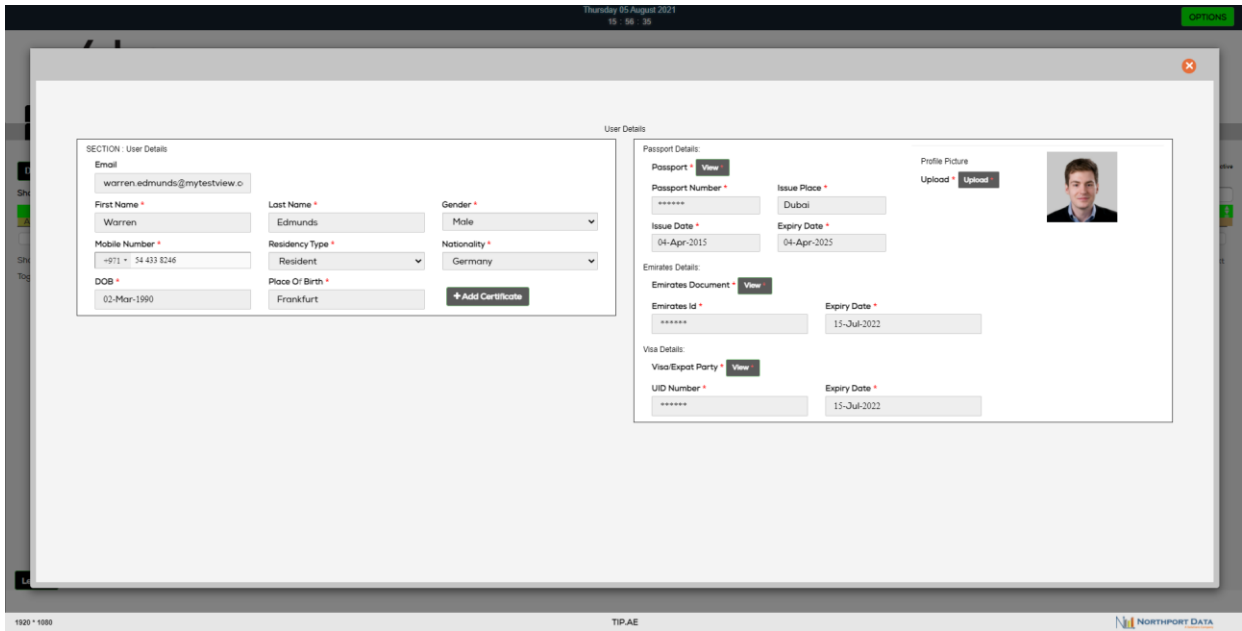

Figure 10

2.2 User's name is not listed

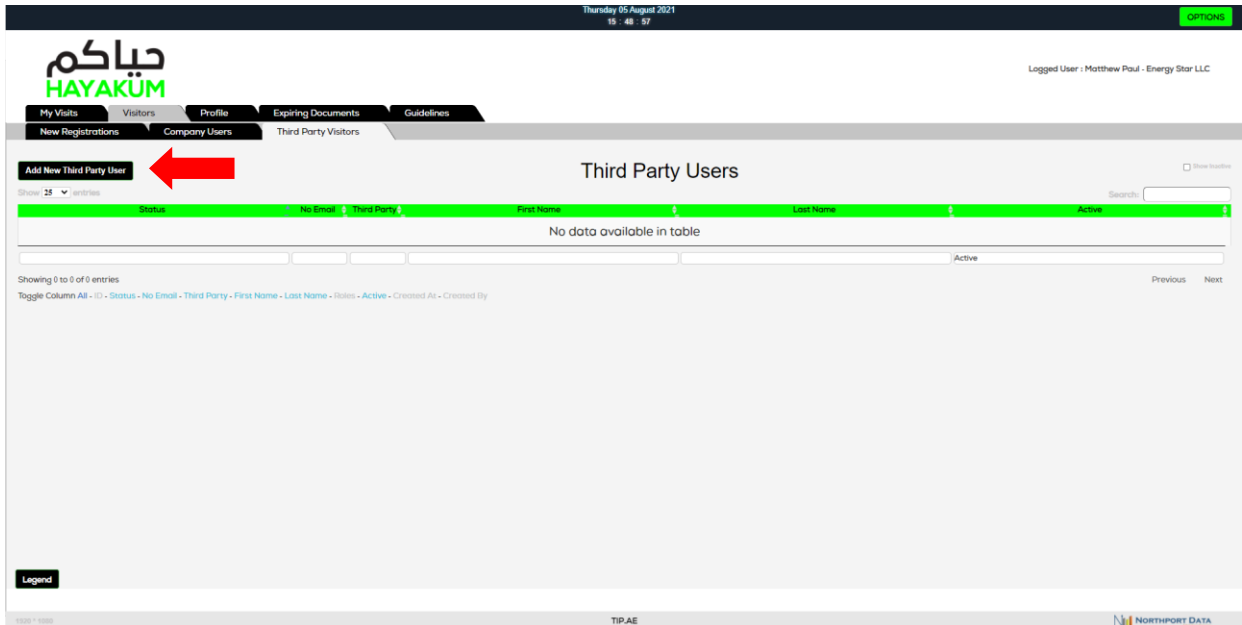From Users tab in the menu. Click "Add New Third Party User" as shown in figure 11.

Figure 11

If the person's name is not available in list you can now click "Add New User" as shown in figure 12.

Figure 12

Continue the registration by filling all other mandatory fields in adding new third party user.

All other required information under each mandatory field (symbolized by red asterisk *) refer figure 13

Figure 13

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Click Upload to upload the photo of your new user. (Refer figure 13)

'+' 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 14)

Figure 14

Click on "Choose file" button to upload the required documents such as Passport Copy Emirates ID/ National ID Copy and Visa Copy. (Refer figure 15)

Note: Press SAVE button to see the save fields Progress

Figure 15

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After clicking on "choose file" button you may now upload the documents that are required to each field and click Save. (Refer in figure 16)

Figure 16

Once the New third-party User's details are completed or 100% the Submit button will be activated as shown in figure 17.

Press submits, the new third-party user will receive an email confirmation and password link for verification.
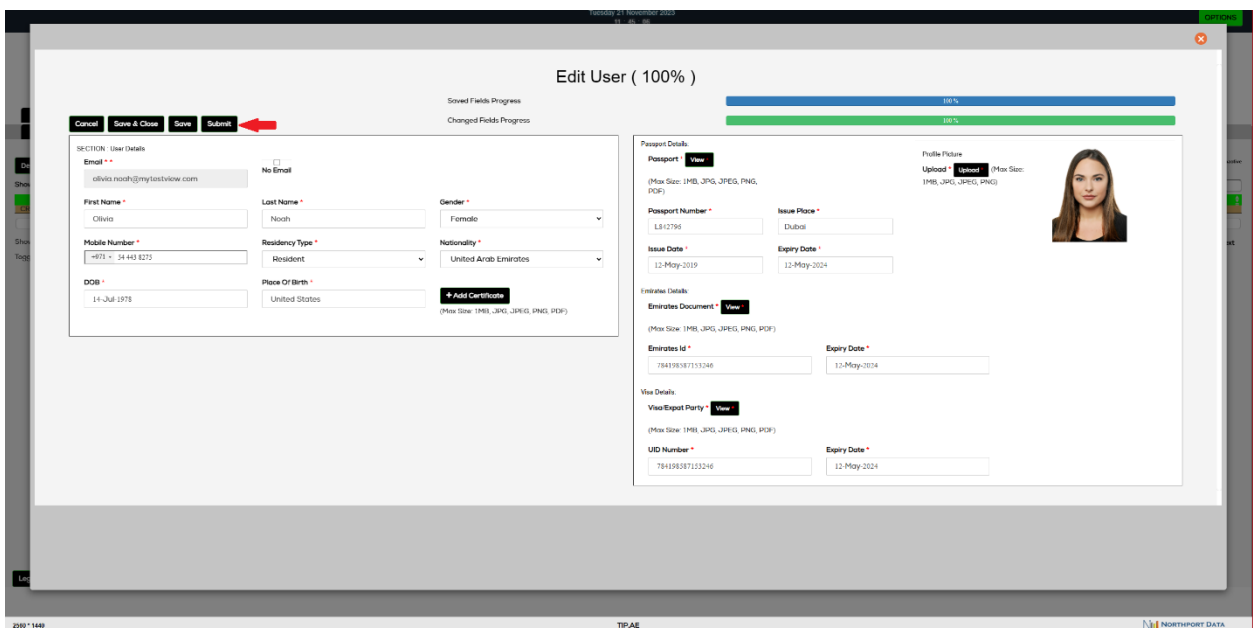

Figure 17

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An Email notification will be sent to the registered Email Address of the New third-party user. Click the link for updating password. (refer figure 18)
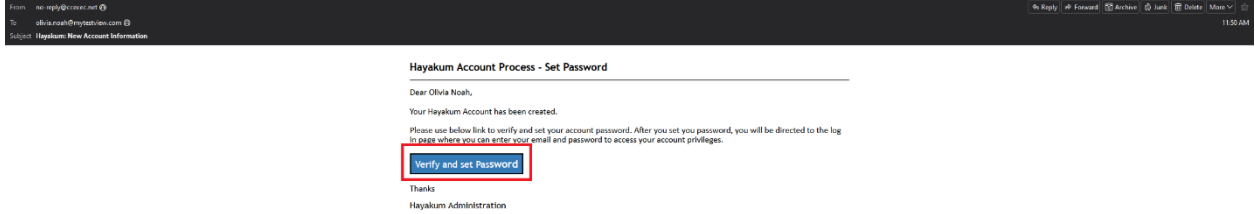
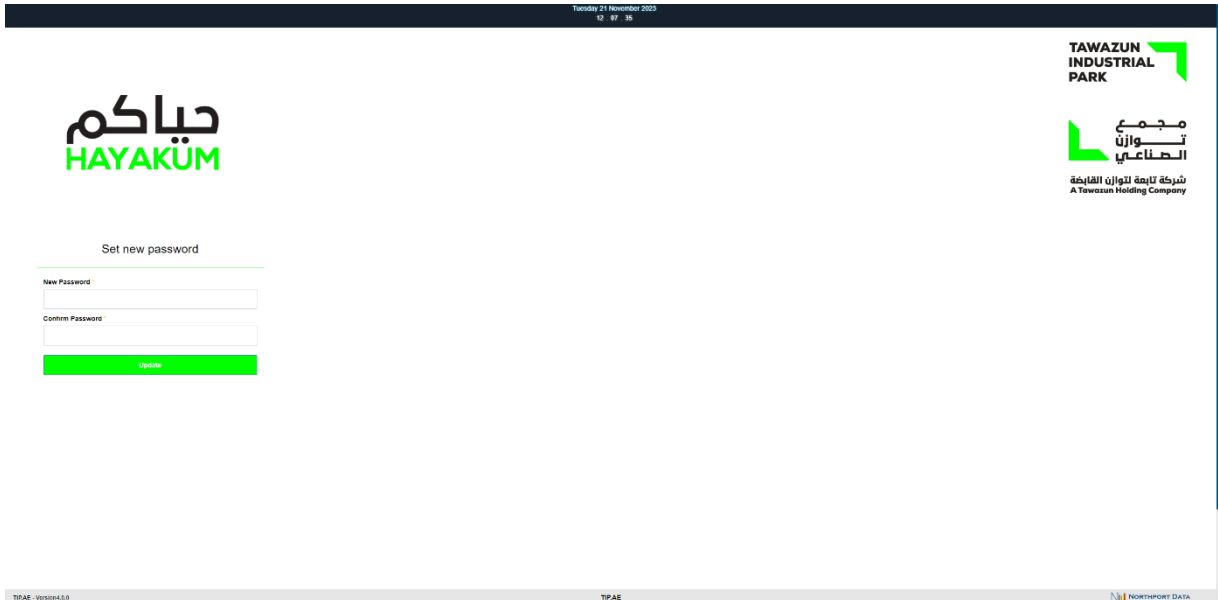After clicking the link, create own password and click Update. (refer figure 19)

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

Once your New third-party user is done updating his/her password, the new registered third-party users name will be shown in the third-party users list as shown in the figure 20.

Figure 20

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

3. Adding third-party user without email

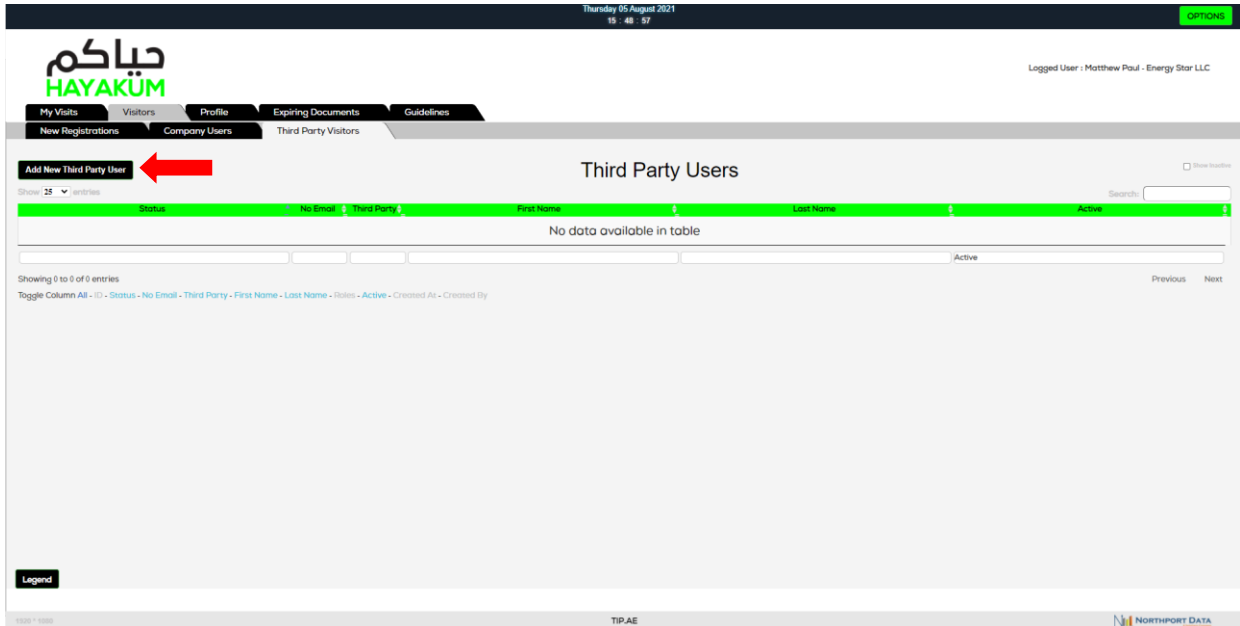From Users tab in the menu. Click "Add New Third Party User" as shown in figure 21.

Figure 21

Administrator can search using First Name, Last Name or Document Number then click Search.

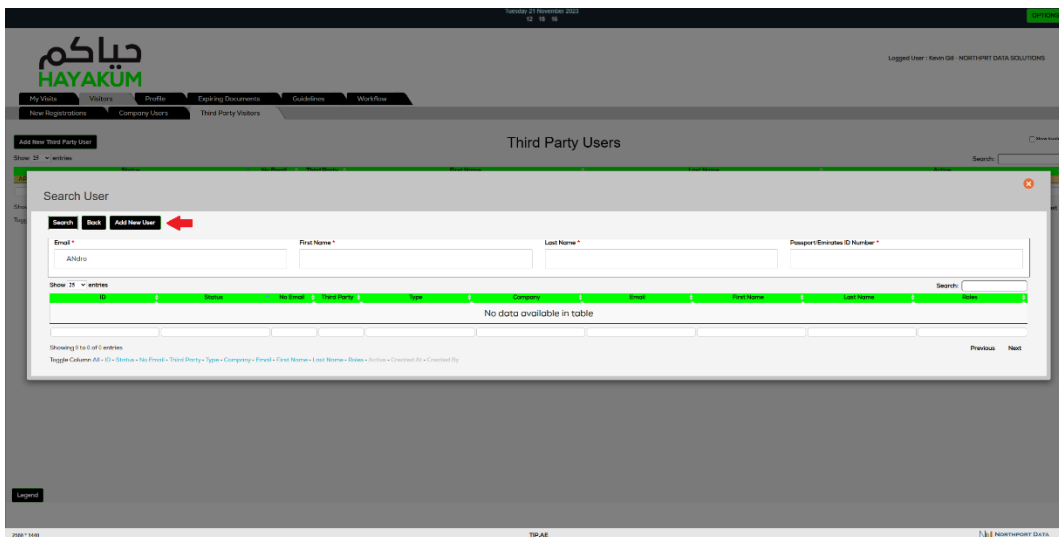If the person's name is not available in list you can now click "Add New User" as shown in figure 22.

Figure 22

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Click "No Email' box and continue the registration by filling all other mandatory fields in adding new third party user.

All other required information under each mandatory field (symbolized by red asterisk *) (refer figure 23)

Figure 23

Click Upload to upload the photo of your new user. (Refer figure 23)

'+' 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 24)

Figure 24

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Choose "Residency Type" to see the required documents. Click on "Choose file" button to upload the required documents such as Passport Copy Emirates ID/ National ID Copy and Visa Copy. (Refer figure 25)

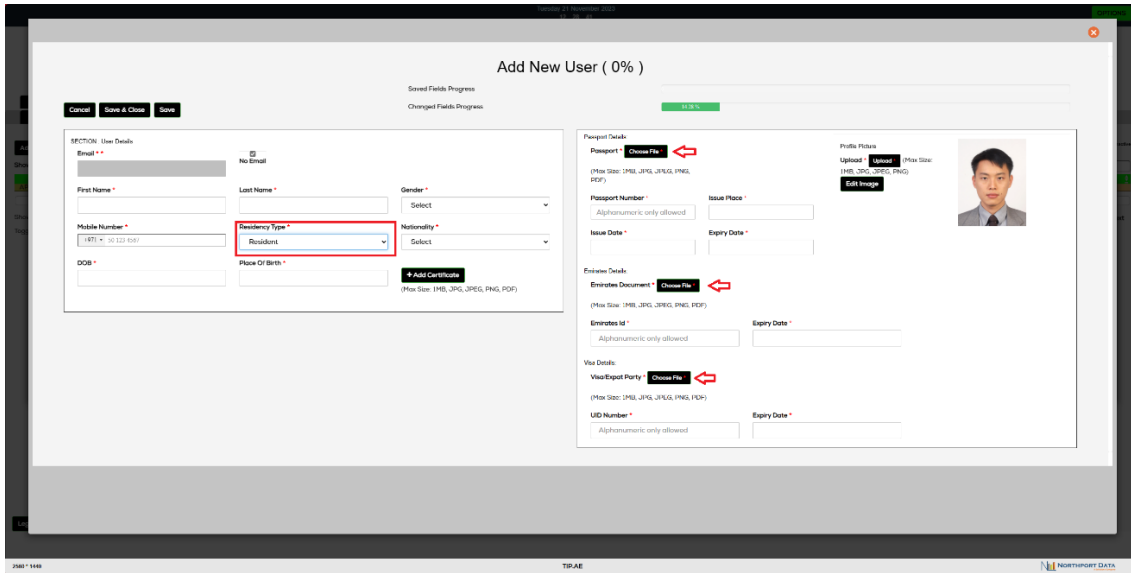*Note: Press SAVE button to see the save fields Progress*

Figure 25

After clicking on "choose file" button you may now upload the documents that required to each field and click Save. (refer in figure 26)
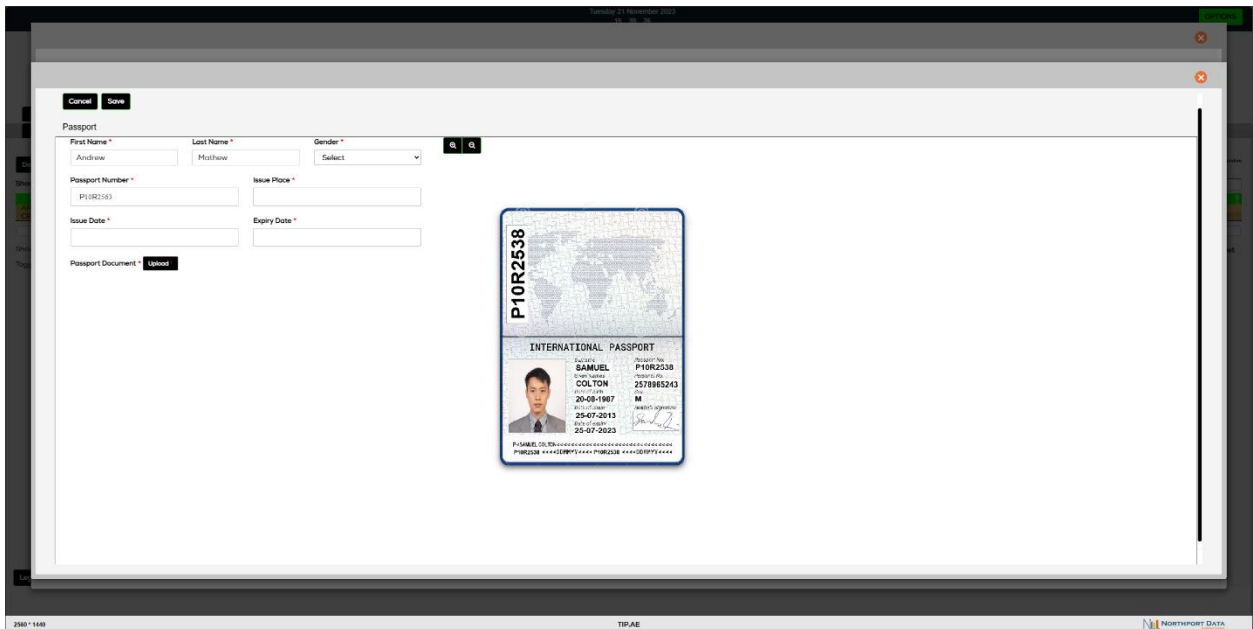

Figure 26

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Once the New third-party User's details are completed or 100% the Submit button will be activated as shown in figure 27.
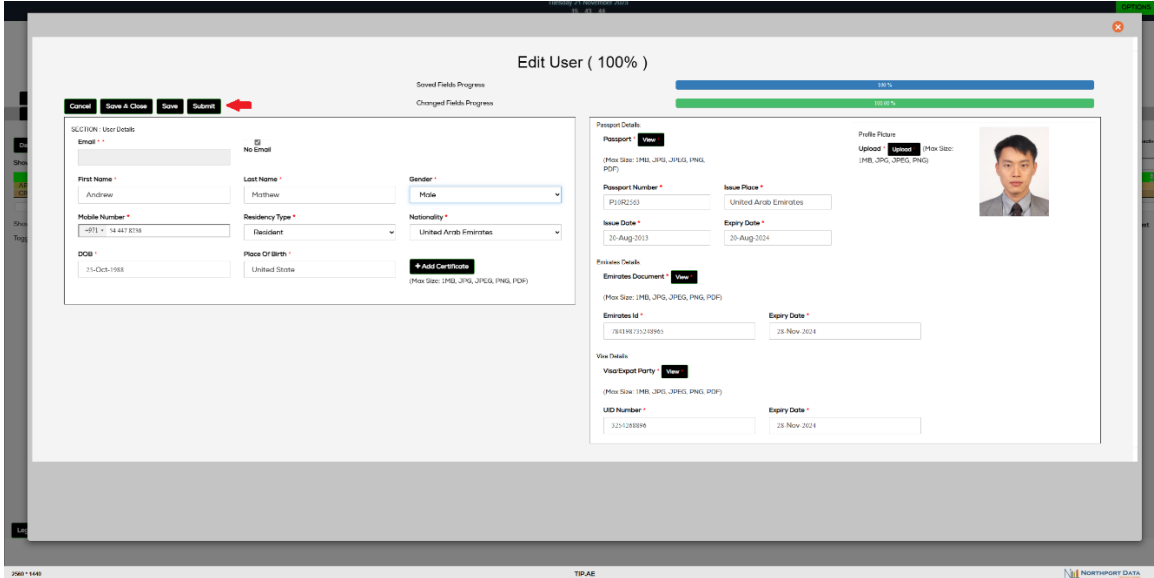
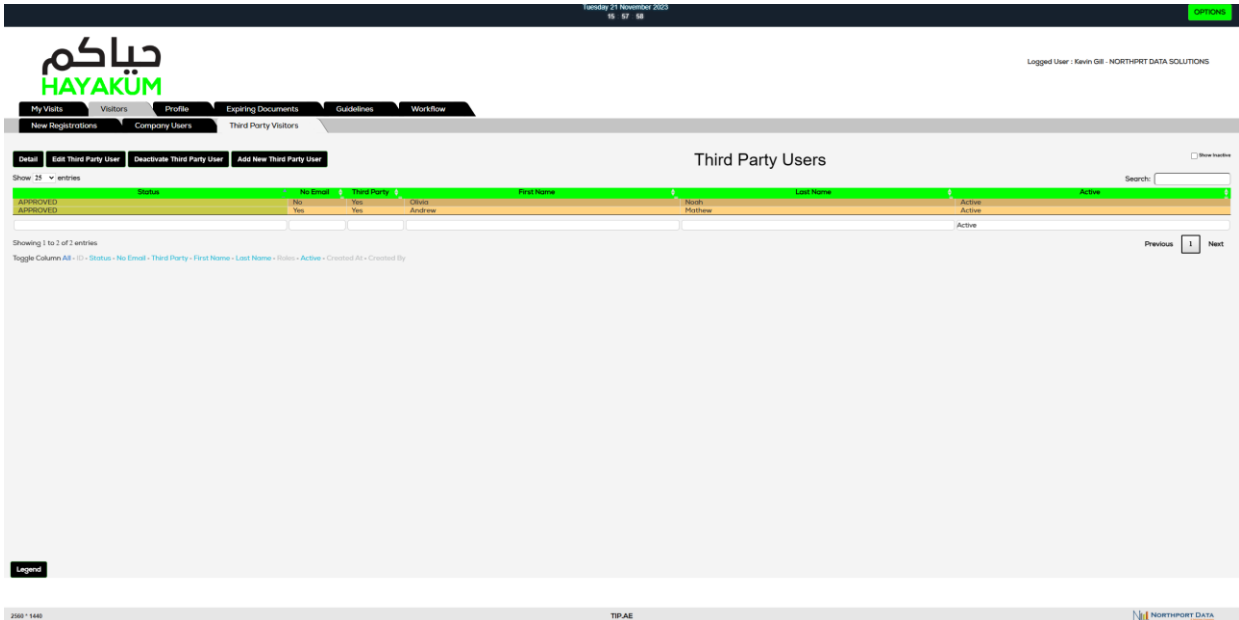The Administrator will submit, the new third-party user will be approved by default when Admin submit profile. (Refer in figure 28).