

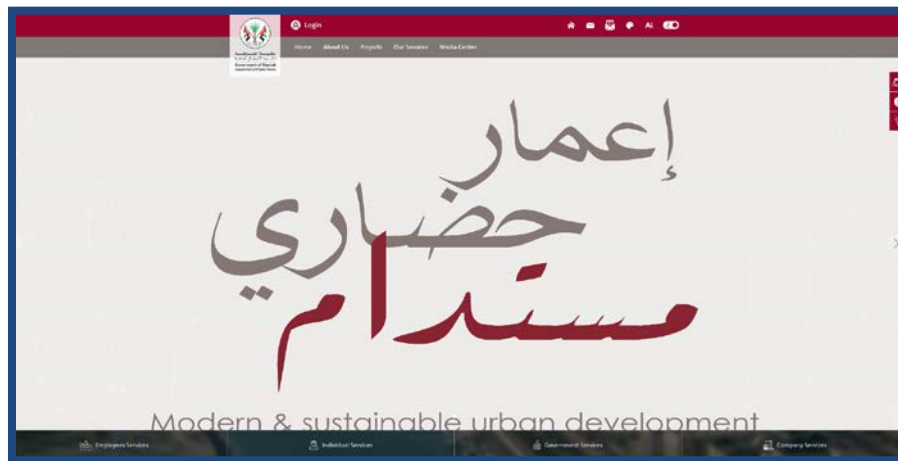


Government of Sharjah
Department of Public Works

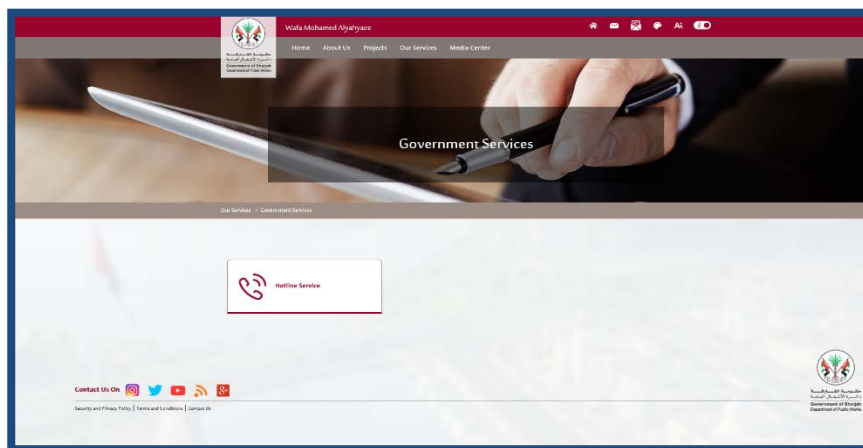
حكومة الشارقة
دائرة الأشغال العامة

Submitting an incident for any building

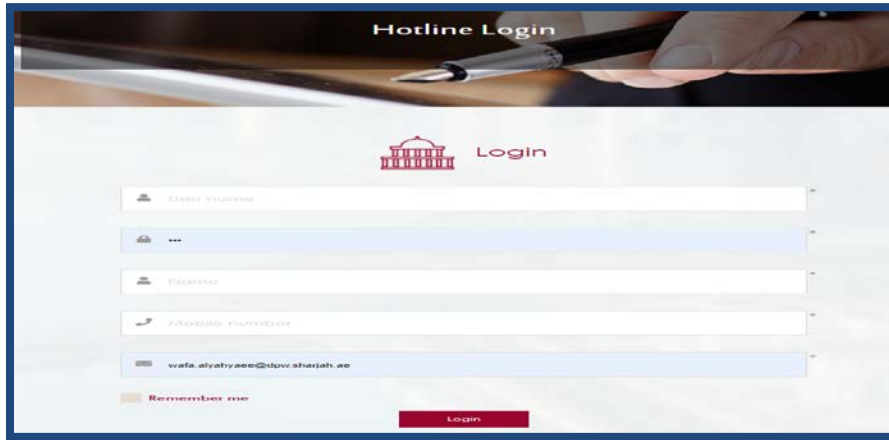
1. Go to DPW website
www.dpw.sharjah.ae.
2. Go to “Government Services”.



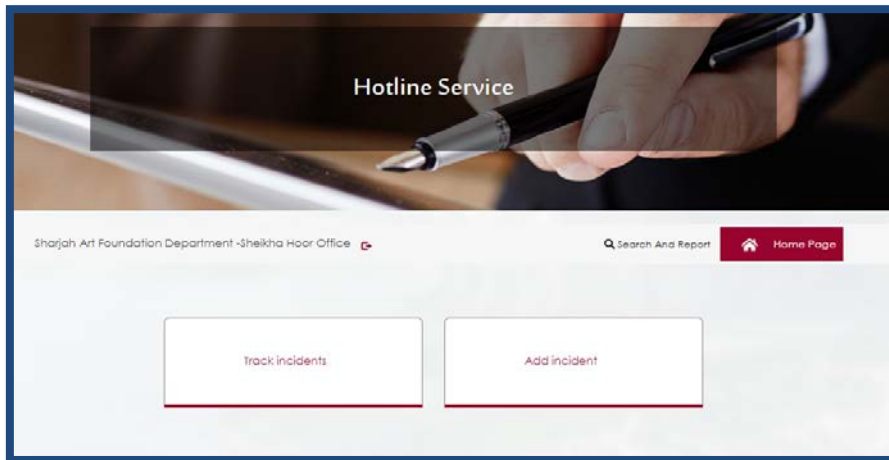
3. Go to the services page.



4. Insert your username and password and the other details. Put (✓) on “Remember me”, to save your details for the next time

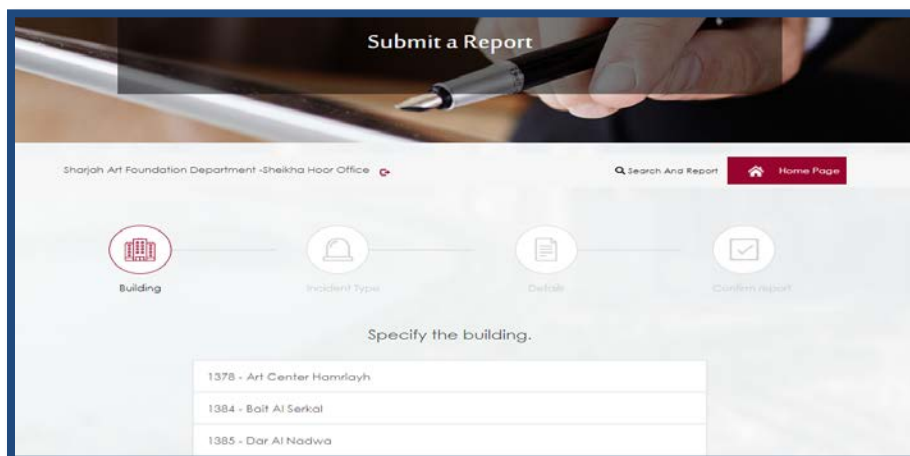


5. Your dashboard will be shown.



6. To apply for incidents request click on “add incident” then fill all required fields.

Note: you can specify the building by choosing it, if you have more than one building under your account



7. Choose incident type.

The screenshot shows a mobile application interface for reporting an incident. At the top, there are four navigation icons: 'Building' (checked), 'Incident Type', 'Details', and 'Confirm report'. Below the navigation bar, the title 'Incident Type' is centered. A list of incident types is displayed in a white box with a light blue border. The list items are: Access Control, Air Conditioning, Auto Shutter, Building Management System, CCTV Camera, and Electrical.

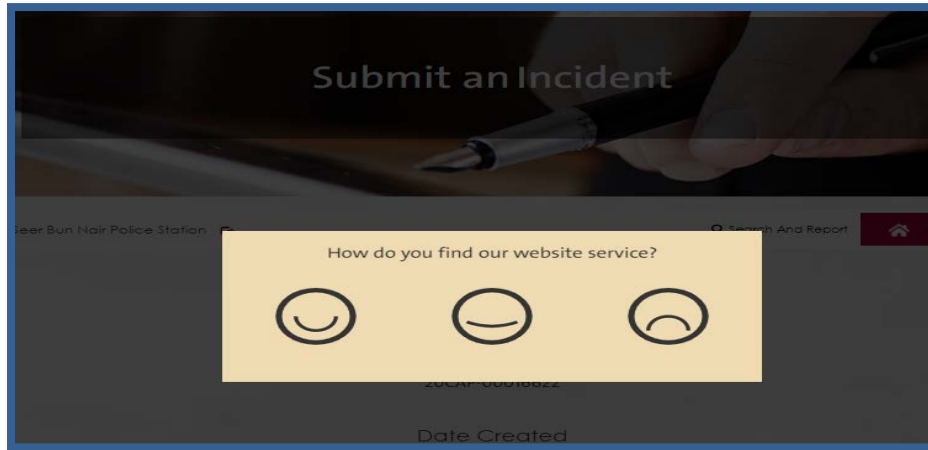
8. Fill all fields and you can attach a photo by clicking “upload” and add a description for each photo, please make sure to click save before you continue.

The screenshot shows the 'Specify report details' screen in the mobile application. The navigation bar at the top has 'Building' and 'Incident Type' checked, 'Details' selected, and 'Confirm report' disabled. The title 'Specify report details.' is centered. Below the title, there are three dropdown menus: 'Location' (with 'Choose' selected), 'Floor' (with 'Choose' selected), and 'Report description' (with a text input field). At the bottom, there is a 'Report attachments' section with an '+ Upload' button, an 'Attach photos' button, an 'Image Description' text input field, and a 'Save' button. At the very bottom, there are 'Continue' and 'Back' buttons.

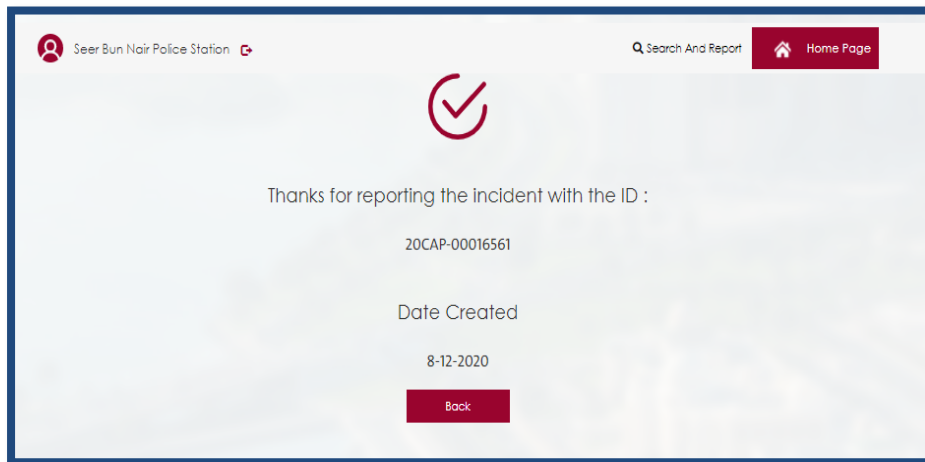
9. You can review your details before submitting.

The screenshot shows the 'View data' review screen in the mobile application. The navigation bar at the top has 'Building', 'Incident Type', and 'Details' checked, and 'Confirm report' disabled. The title 'View data' is centered. Below the title, there is a list of fields with their values: 'Building' (Seer Bun Nair Police Station), 'Incident type' (Access Control), 'Location' (Other), 'Floor' (2- 2nd Floor), and 'Report description' (test). At the top right of the screen, there is a search bar and a 'Home page' button.

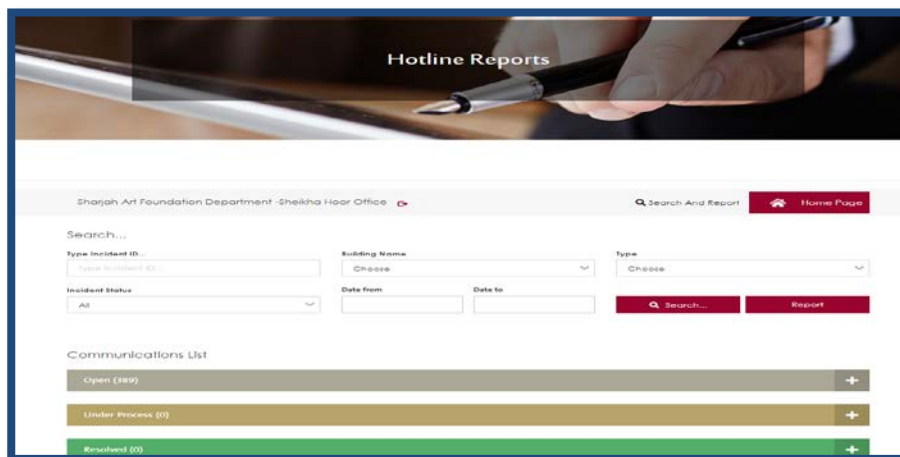
10. Please provide your satisfaction in regards the website service.



11. Incident is successfully sent.



12. "Track incidents", is a page that shows all type of your incidents.



13. Please give your opinion in regards the service by clicking resolved then “give your opinion”.

Communications List

Open (385) +

Under Process (0) +

Resolved (1) -

Incident ID	Type	Building Name	Date	View
20CAP-00016622	Access Control	Seer Bun Nair Police Station	09-12-2020	View Give Your Opinion

14. Choose yes or no in regards of your satisfaction on solving your incident,

Did the incident resolved?

Yes No

[Submit](#) [Cancel](#)

if you choose “No” is chosen please justify the reason.

15. If you want to get a report of the incidents, Go to “Search and report” then specify your inputs and click “report”.

Sharjah Art Foundation Department - Sheikha Hoor Office

[Search And Report](#) [Home Page](#)

Search...

Type Incident ID...

Building Name

Type

Incident Status

Date from Date to

[Search...](#) [Report](#)