

Video Conference Channel “QAREEB”
User Guide



QAREEB

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1. Service Description

"QAREEB" is a video conference channel service for Ajman Municipality & Planning Department's customers, which enables them to make direct visual communication with the services providers in the Customers Happiness Centers in Ajman City, Masfout City and Manama City, in order to inquire about the services provided by the department. Ajman Municipality & Planning Department launched this service pursuant to the directives of Ajman Government, and within the framework of its concern for the health and safety of society, and to ensure that all means of communication with the department are provided closely.

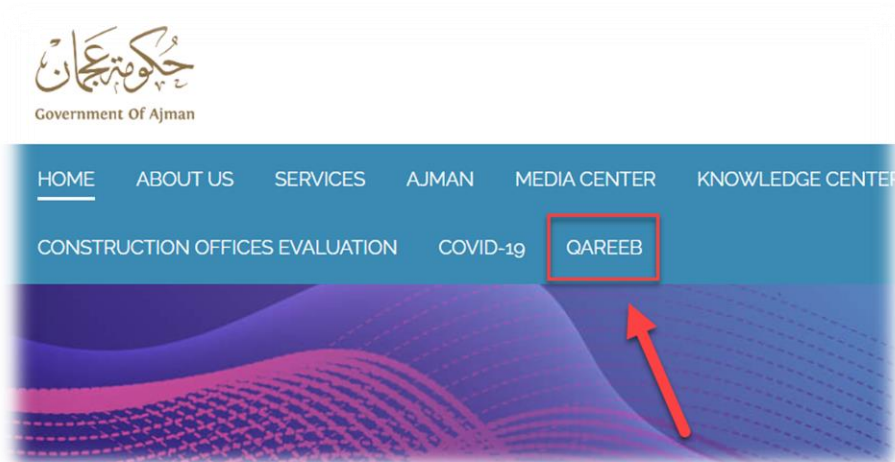
2. How to Apply on the Service

Customers can apply for "QAREEB" service through the website of the Municipality and Planning Department of Ajman am.gov.ae or through smartphones using our smart app MPDA.

2.1. Applying Though Website

To apply for "QAREEB" service through our website am.gov.ae, follow the below steps:

1. Go to am.gov.ae and click on "QAREEB" service.



1. You will be redirected to the login screen.



User Name

User Name

Password

Password

☐ Remember me

Login

Login With UAE PASS

Continue As Guest

[Create Account / Change Password](#)

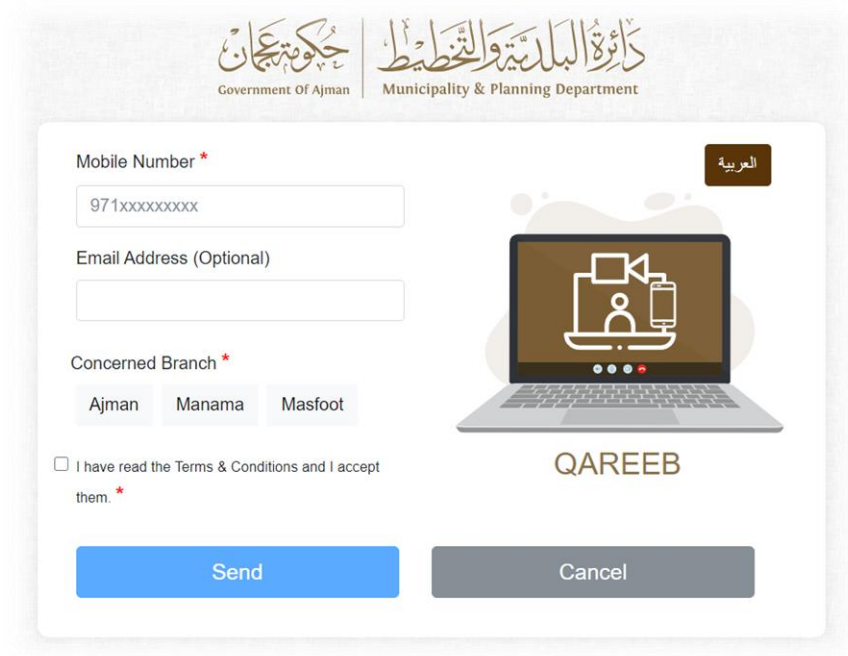
العربية

QAREEB

Please note that this service is only supported by "Google Chrome", "Microsoft Edge" and "Firefox" browsers.
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2. If you have an affiliated account with the Municipality and Planning Department, you can access the service by logging in using the username and password and then click the "Login" button.
 3. If you do not have an affiliated account with the Municipality and Planning Department, you can access the service as a guest by clicking the "Continue As Guest" button.
 4. You can create an account by clicking "Create Account / Change Password" link.
- Note:** Please note that this service is only supported by "Google Chrome", "Microsoft Edge" and "Firefox" browsers.

5. After accessing the service, the following page appears:



6. If you are logged in using your account, system will automatically display the Mobile Number and Email Address of your account, but if you are logged in to the service as a Guest, you must enter the Mobile Number and Email Address (Optional).
7. Choose the Concerned Branch, whether it is Ajman, Manama or Masfout.
8. Read and accept the terms and conditions and then click on "Send" button to submit your request.
9. A one-time password (OTP) will be sent as an SMS to the used mobile number.
10. Enter the one-time password (OTP) in the shown box and then click "Connect" button.

دائرة البلدية والتخطيط
Government Of Ajman Municipality & Planning Department

Arabic

Enter OTP

One Time Password (OTP) has been sent to your mobile number 971504328887

Please insert it in the box below to proceed.

OTP will expire after **2:52**


Didn't receive OTP? [Send Again](#)

Connect Cancel

11. An confirmation SMS will be sent to the used Mobile Number along with your Queue Number.
12. You will be redirected to the waiting page, where your Queue Number is displayed, the Estimated Waiting Time to start the video session, and the Queue Number of the person currently being served.

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Government Of Ajman Municipality & Planning Department

Arabic

 You are connected

Your queue number is

AJ-001

Now serving number
0

Estimated Waiting Time may take up to
1 min

Thanks for your patience

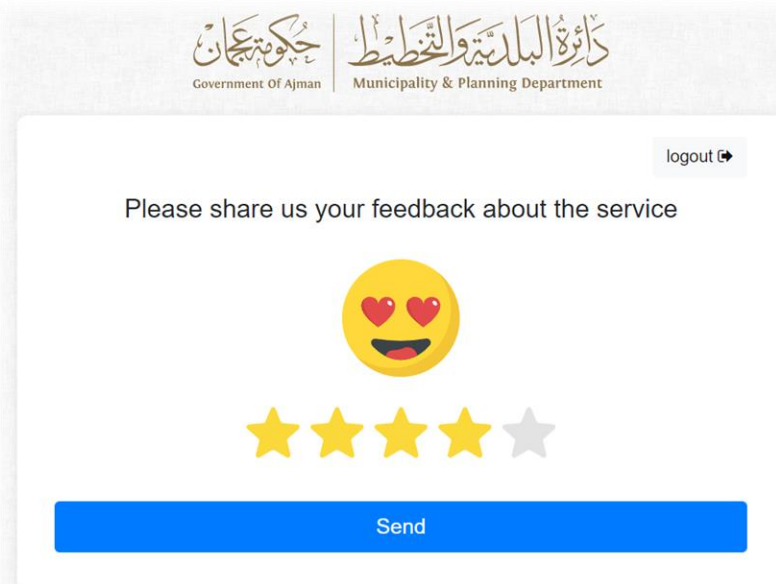
Cancel

13. When it is your turn, the next screen will appear, click the “Start Video” button to start the video session.

Note: The call duration is a maximum of 30 minutes.



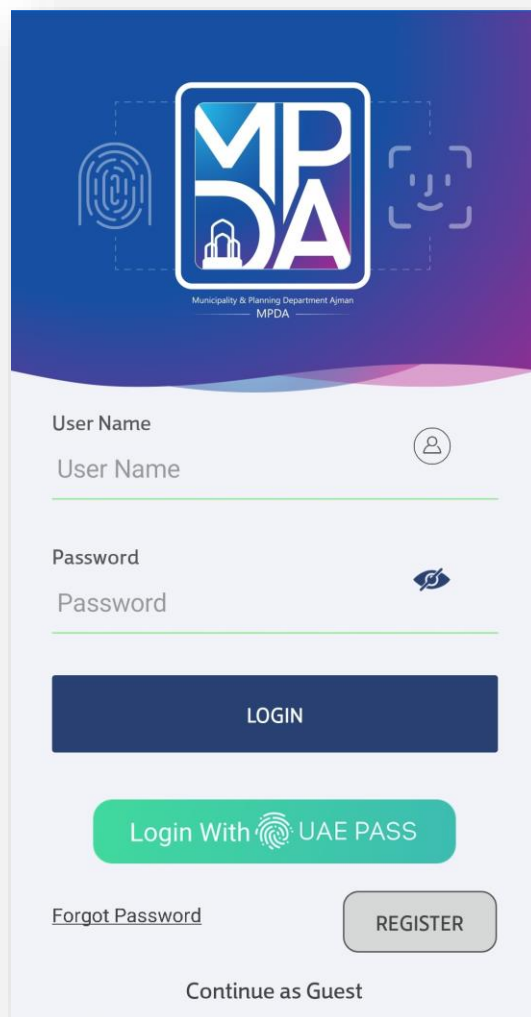
14. After the video session is over, a screen to evaluate the service will appear, please share your opinion on the provided service. your opinion matters.



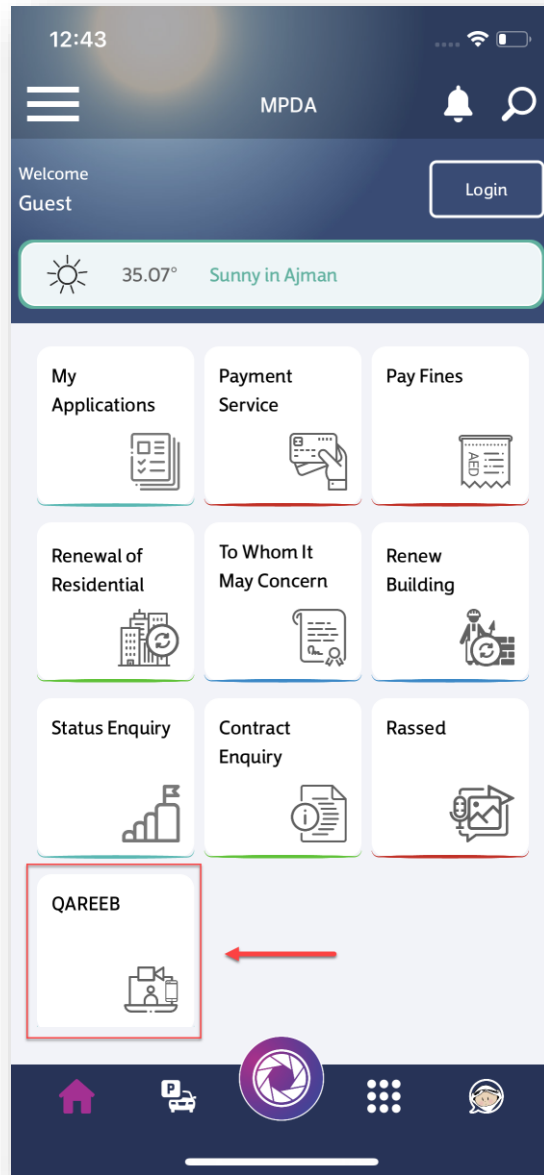
2.2. Applying Through Smart App MPDA

To apply for “Nearby” service through the MPDA smartphone application, follow these steps:

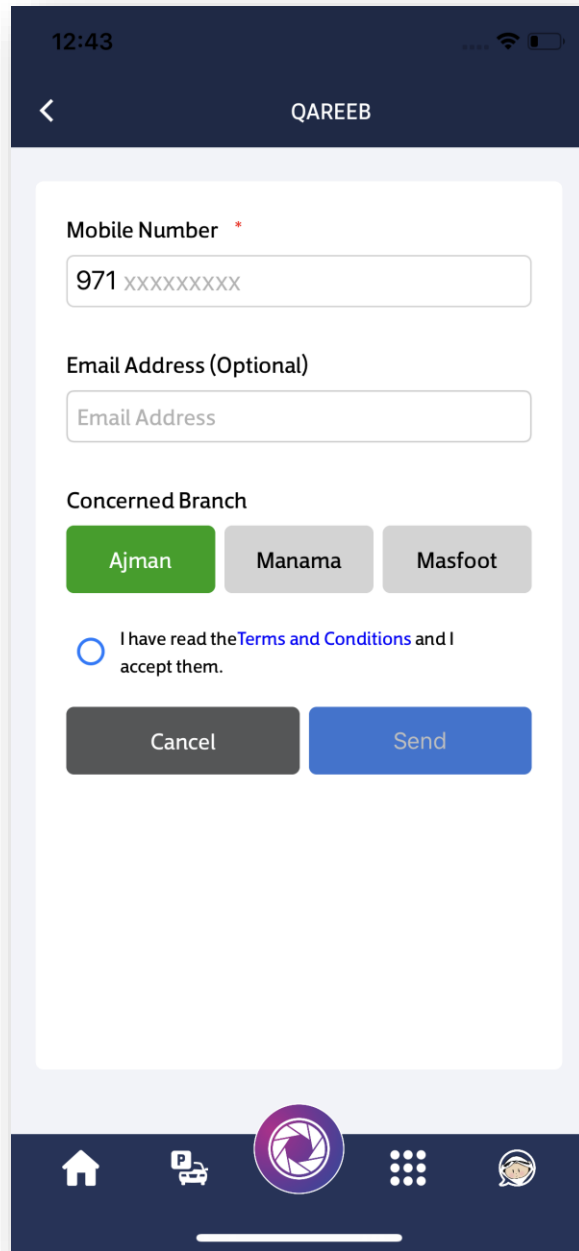
1. Launch the MPDA app on your smartphone.
2. If you have an affiliated account with the Municipality and Planning Department, you can access the service by logging in using your Username and Password and then clicking on the "Login" button.
3. If you do not have an affiliated account with the Municipality and Planning Department, you can still access the service as a guest by clicking on the "Continue as Guest" link.



4. Access the service by clicking "QAREEB" card.



5. After accessing the service, the following page appears:



The screenshot shows a mobile application interface for QAREEB. At the top, the status bar shows the time 12:43 and signal/battery icons. The app header is dark blue with a back arrow and the text 'QAREEB'. The main form area is white and contains the following elements:

- Mobile Number ***: A text input field with the value '971' followed by seven 'x' characters (971 xxxxxxxx).
- Email Address (Optional)**: A text input field with the placeholder text 'Email Address'.
- Concerned Branch**: Three buttons labeled 'Ajman' (green), 'Manama' (grey), and 'Masfoot' (grey).
- Terms and Conditions**: A radio button (currently unselected) followed by the text 'I have read the [Terms and Conditions](#) and I accept them.'
- Buttons**: Two buttons at the bottom, 'Cancel' (grey) and 'Send' (blue).


At the bottom of the screen is a dark blue navigation bar with five icons: a home icon, a car icon, a camera icon (highlighted with a purple circle), a grid icon, and a profile icon.

6. If you are logged in using your account, system will automatically display the Mobile Number and Email Address of your account, but if you are logged in to the service as a Guest, you must enter the Mobile Number and Email Address (Optional).
7. Choose the Concerned Branch, whether it is Ajman, Manama or Masfout.
8. Read and accept the terms and conditions and then click on "Send" button to submit your request.

9. A one-time password (OTP) will be sent as an SMS to the used mobile number.
10. Enter the one-time password (OTP) in the shown box and then click "Connect" button.

12:44

QAREEB

 Enter OTP

One Time Password (OTP) has been sent to your mobile number 971524688876 Please insert it in the box below to proceed

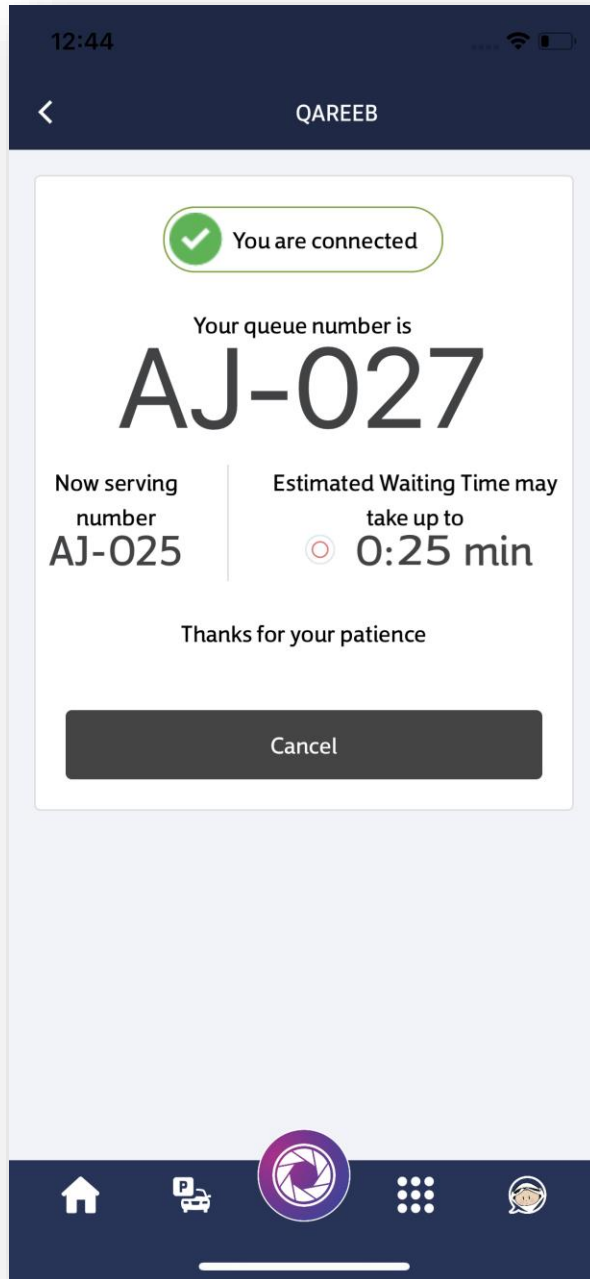
OTP will expire after 2:32

Didn't receive OTP/expired? [Send Again](#)

[Cancel](#) [Connect](#)

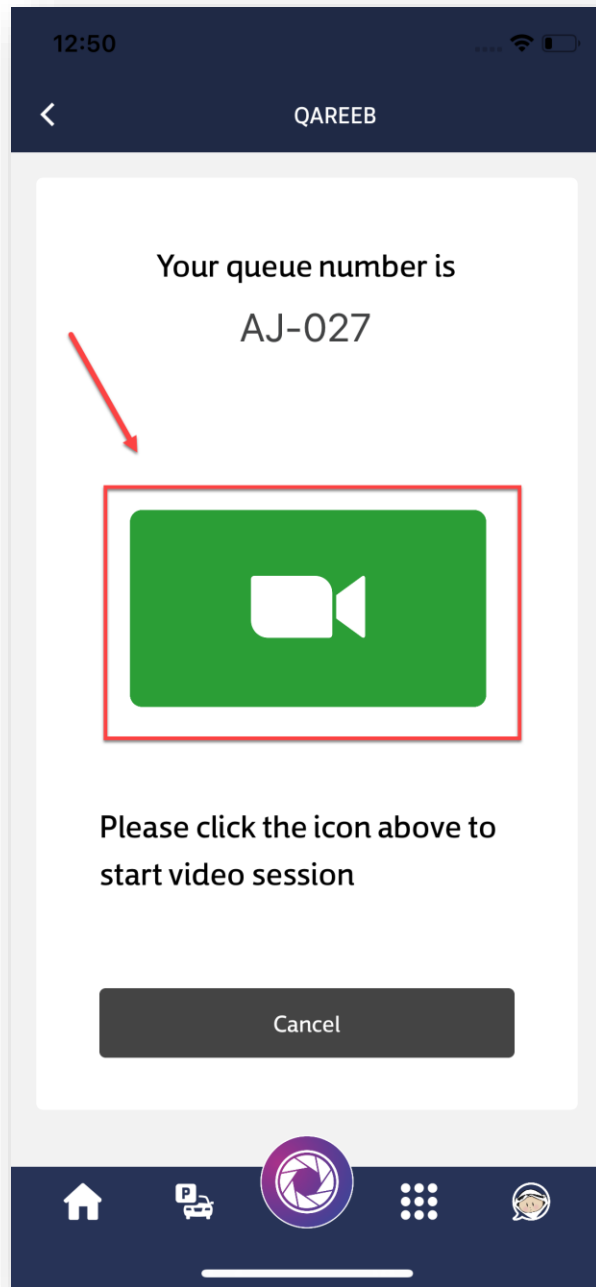
11. An SMS will be sent to the used mobile number with your Queue Number.

12. You will be redirected to the waiting page, where your Queue Number is displayed, the Estimated Waiting Time to start the video session, and the Queue Number of the person currently being served.



13. When it is your turn, the next screen will appear, click the “Start Video” button to start the video session.

Note: The call duration is a maximum of 30 minutes.



14. After the video session is over, a screen to evaluate the service will appear, please share your opinion on the provided service. your opinion matters.