مركز النقل المتكامل
INTEGRATED TRANSPORT CENTRE

أساطيل Asateel

Registration

and

Permits Application

Step-by-Step User Guide

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1. Introduction

The Asateel platform is an initiative of Abu Dhabi Integrated Transport Centre (ITC) with the aim at enhancing the compliance with transportation regulations for a safe and secure transportation sector throughout the Abu Dhabi emirate.

This platform facilitates transport companies to register with ITC, along with their vehicles and drivers. Asateel also adds value to their business by providing a fleet management solution. Asateel shall be used to obtain ITC Permits for companies, vehicles and drivers active in a regulated transport segment within Abu Dhabi.

The User Journey for obtaining permits encompasses 4 steps as shown below:

Figure 1: Steps of onboarding in Asateel platform

Step 1: Company Registration

Companies are requested to register in Asateel Platform by providing few basic details. Upon the successful completion of company registration, companies will have access to Asateel Platform from where they can perform almost all the business activities related to tracking and monitoring.

Step 2: Vehicle Registration

After a company is registered in Asateel Platform, that company can add its vehicle under its profile. Afterwards, a tracking device shall be installed in the vehicles to send data to Asateel. There are numerous certified suppliers and installation workshops available.

Step 3: Adding Drivers

Similar to adding vehicles, companies can also add their drivers. It is not strictly necessary to complete the vehicle registration in order to add drivers to the company's profile.

Step 4: Obtaining Permits

As the last step, companies can request required permits from ITC using their profile in Asateel Platform.

2. Company Registration

Brief: A company/operator can register in Asateel by following the registration process on the Portal.

Related Screens: Main Portal Page

Workflow: Users need to open ITC's Asateel web application to register their company.

Path: Go to the Asateel website at https://iavmep.itc.gov.ae/IAVMEP

Important Note: After completing the registration wizard, it might happen that the user can log into Asateel but has no access to all its features. This is because the company registration is still under review by ITC. Once the registration is approved, all features will be available for the user.

Figure 2: Home Page

- By clicking on Start Registration Wizard, a pop-up screen will open where user will select type of registration.

Figure 3: Registration Wizard

2.1. Platform Registration for Abu Dhabi Registered Companies

- Companies whose trade license has been issued in Abu Dhabi shall select that option.

Figure 4: Selection of Inside Abu Dhabi Companies

- Upon selection, the user will be requested to enter the following information:
  - Trade License Number
  - Trade License Expiry Date
  - Accepting Terms and Conditions for the Platform Usage

- Click on “Search Trade License” button.

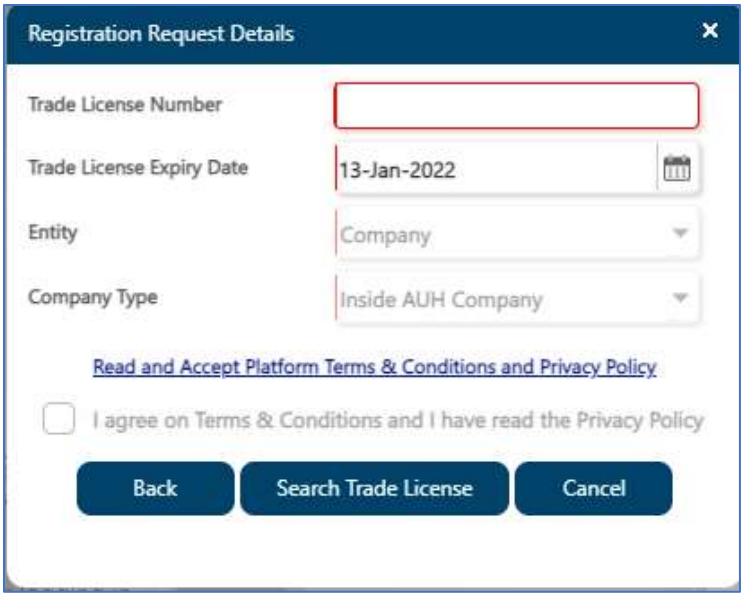

Figure 5: Trade License Details

- In the next step, the user will find the details found about the company and will be requested to enter other required data such as a copy of the Trade License and logo as attachments.

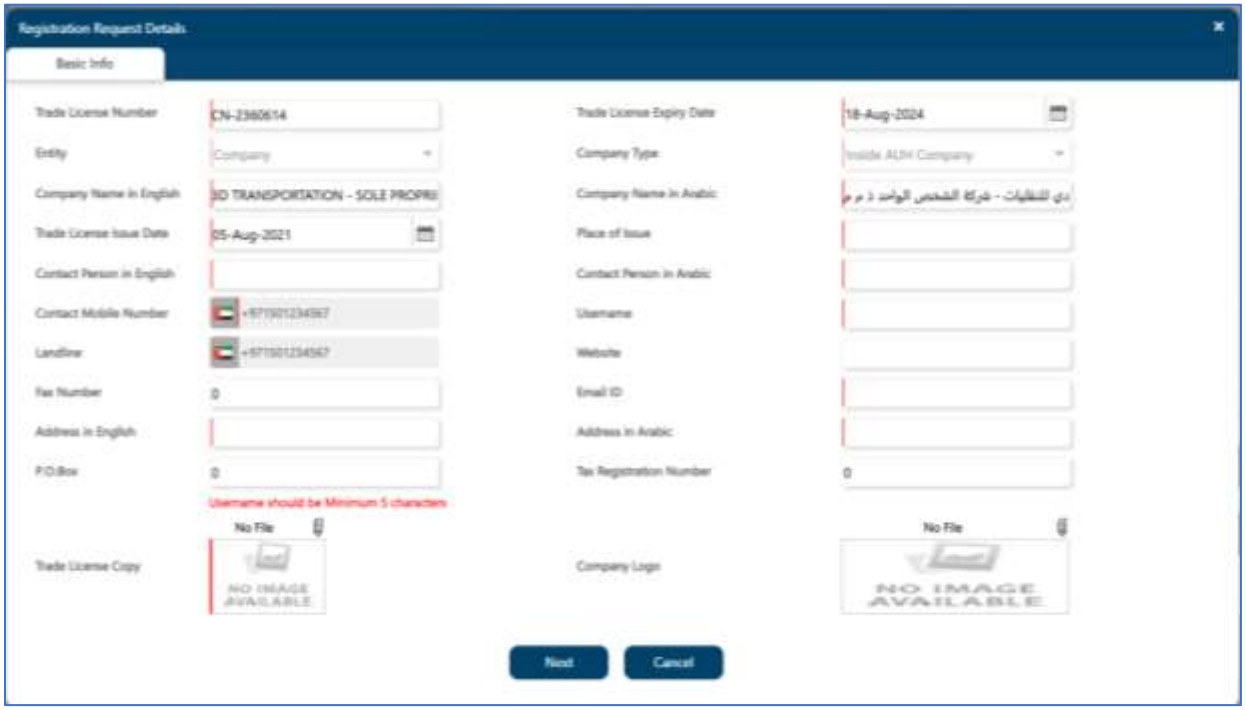

Figure 6: Basic Details of Company

- Upon clicking “Next”, the user will be shown the list of activities contained in the trade license. The Asateel domain corresponding to those activities will be automatically preselected.

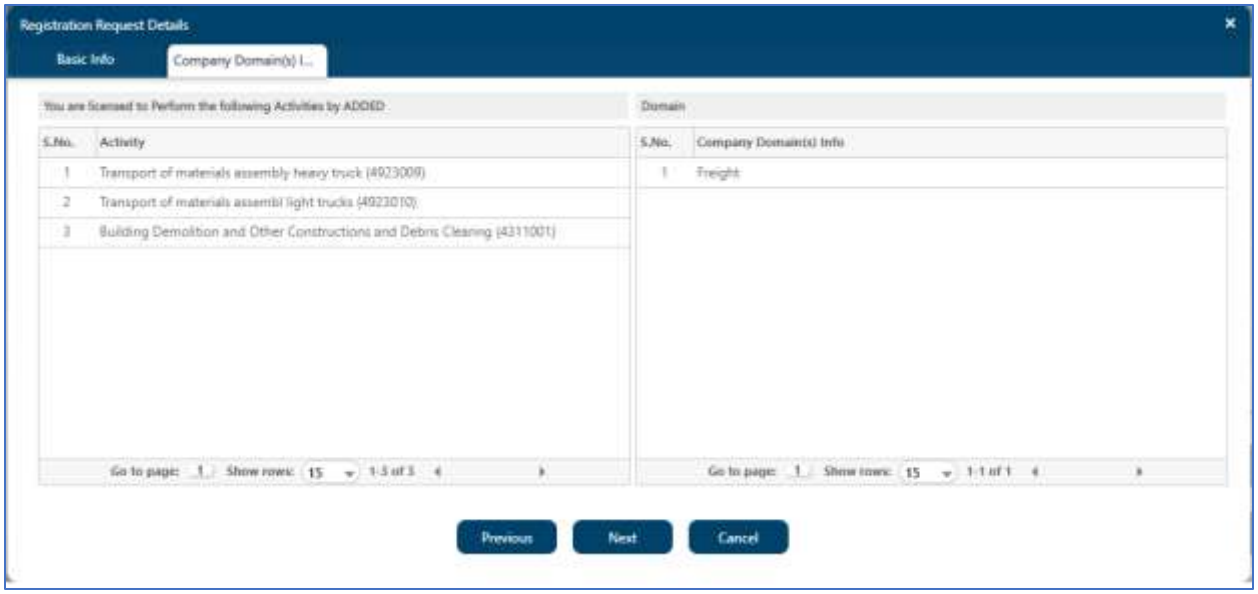

Figure 7: Business Activities and Domains

- In next screen, the user will find the list of activated Asateel platform's modules based on the trade license activities. Click "Next" button.

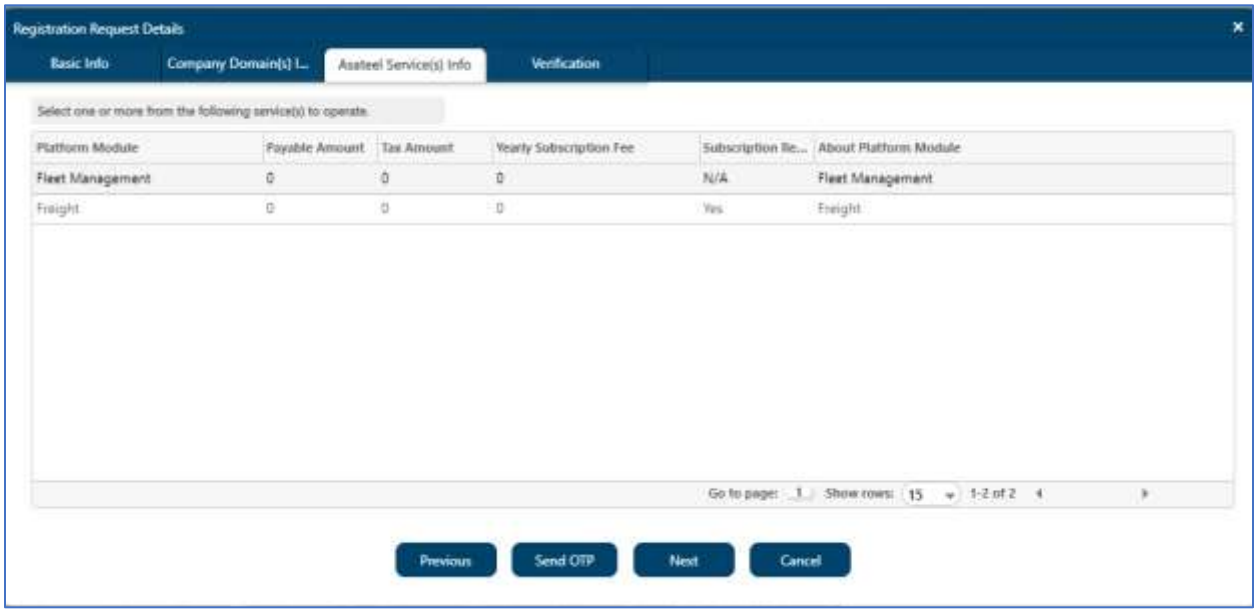

Figure 8: Asateel Modules

- In the Verification tab, click "Send OTP" button. An OTP will be sent to the email used for the registration. Enter the received OTP code and click "Next" button.

Figure 9: OTP Verification

- In the final step, the user will find the shopping cart for the activated Asateel modules. Click "Register" button and a confirmation will be sent to the registered e-mail address.

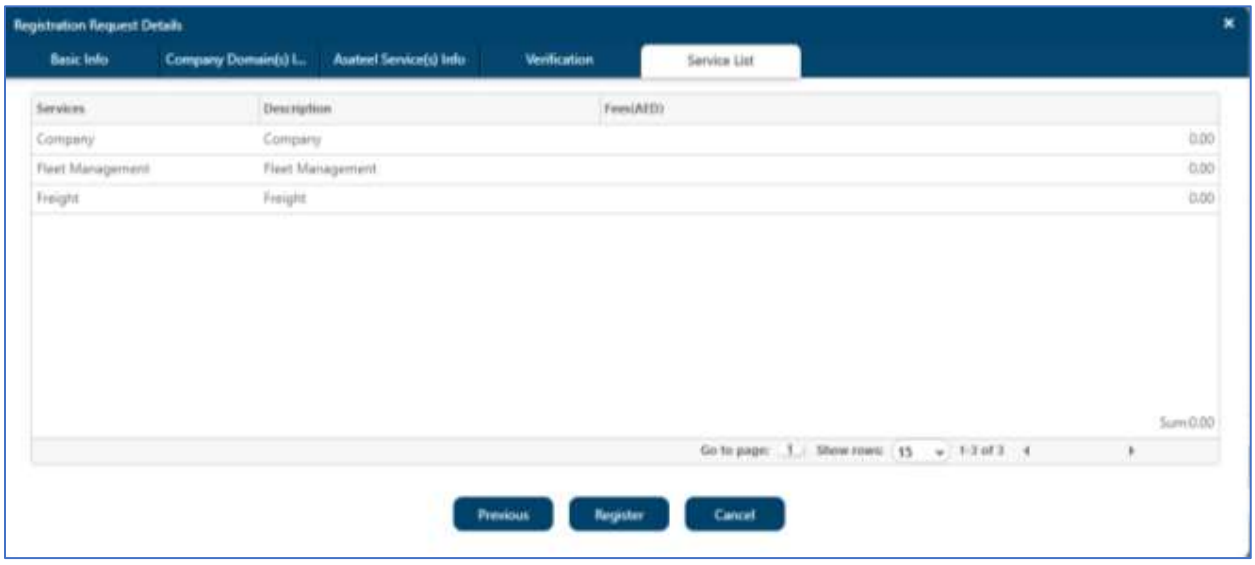

Figure 10: Service List

- Follow the instructions of the confirmation e-mail in order to complete the creation of user credentials and being able to access Asateel.

2.2. Platform Registration for Operator Registered Outside Abu Dhabi

- Companies whose trade license has not been issued in Abu Dhabi shall select the relevant registration option.

Figure 11: Selection of Outside Abu Dhabi Companies

- User will be requested to enter all company details, including a copy of the trade license.

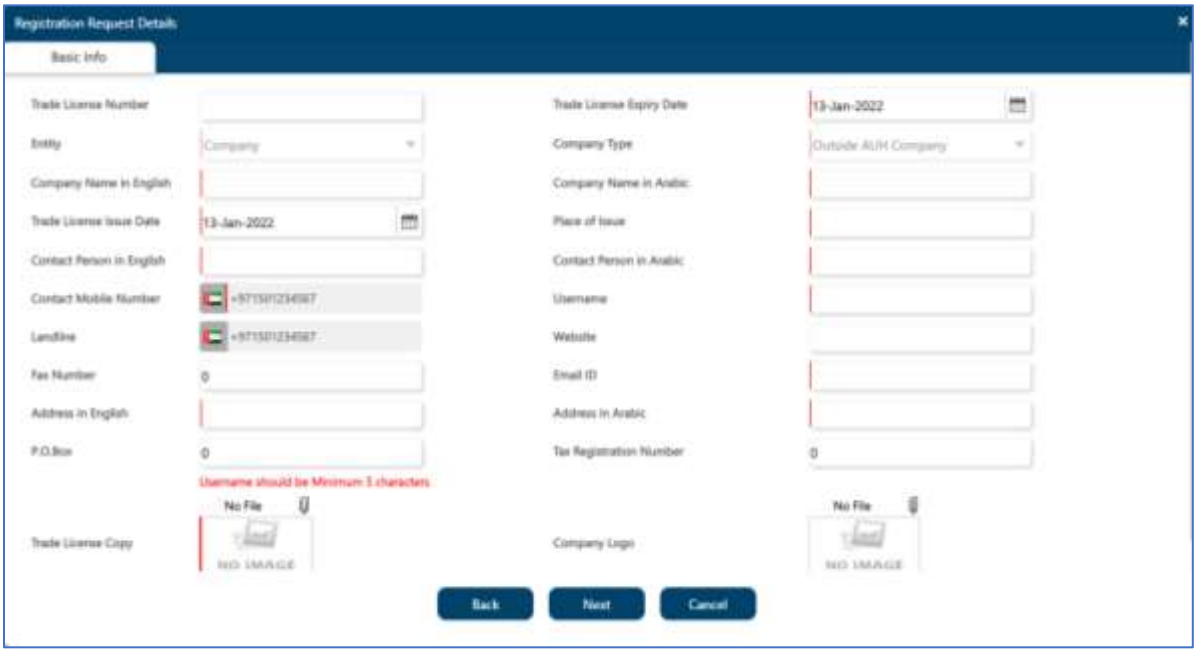

Figure 12: Basic Details of Company

- Upon clicking “Next”, the user shall select those activities corresponding to the trade license and click “Next” button. The Asateel domain corresponding to the selected activities will be automatically assigned.

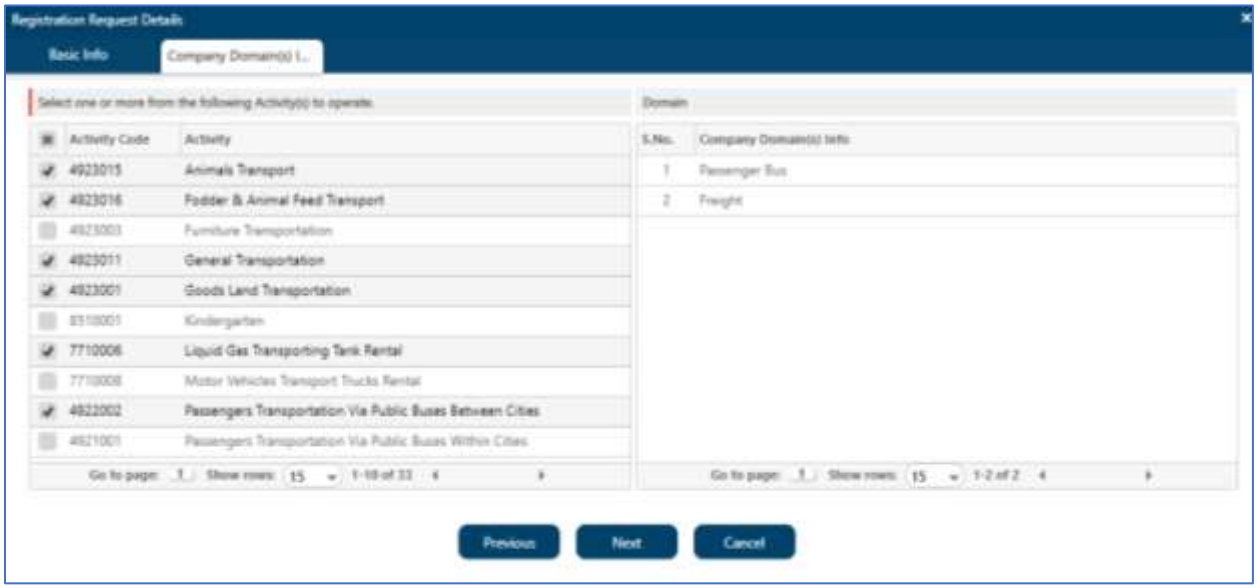

Figure 13: Manual Selection of Business Activities

- In next screen, the user will find the list of activated Asateel platform’s modules based on the trade license activities. Click “Next” button.

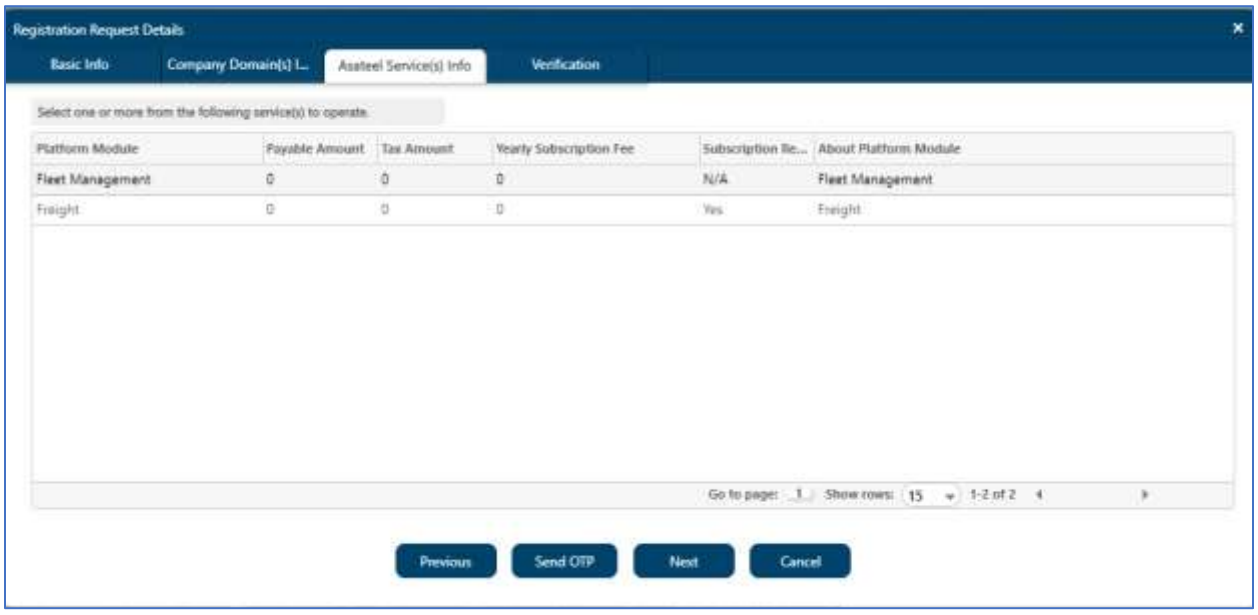

Figure 14: Asateel Modules

- In the Verification tab, click “Send OTP” button. An OTP will be sent to the email used for the registration. Enter the received OTP code and click “Next” button.

Figure 15: OTP Verification

- In the final step, the user will find the shopping cart for the activated Asateel modules. Click "Register" button.

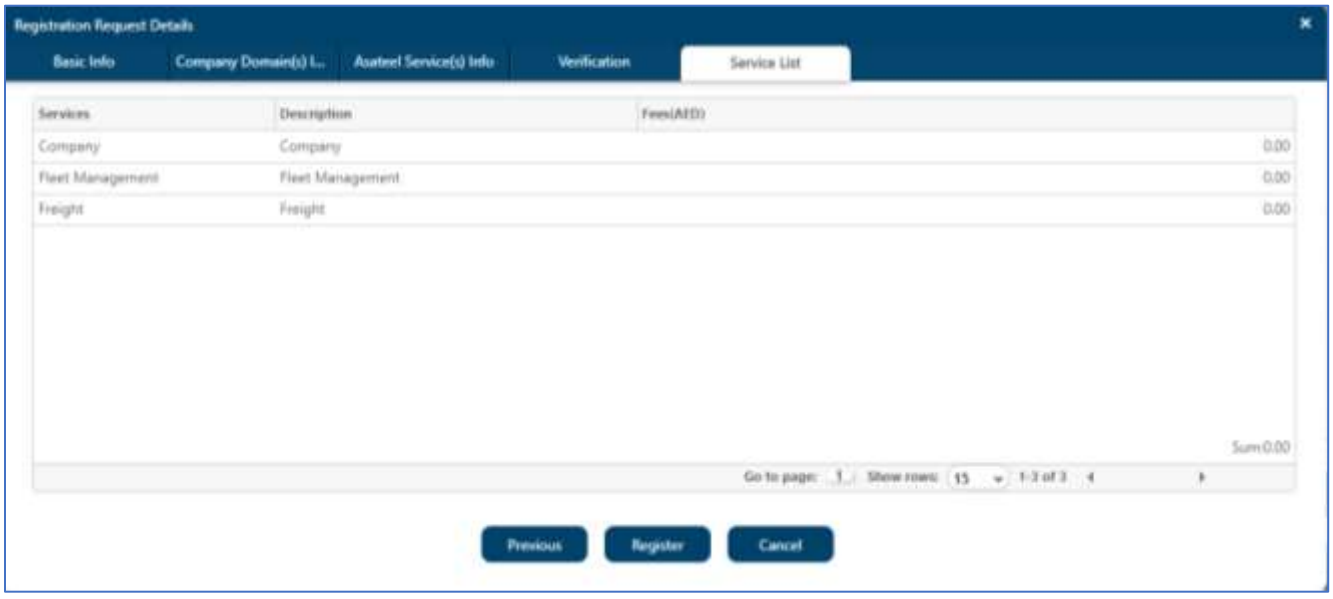

Figure 16: Service List

- An ITC Agent will receive the registration request, review it and approve it in the system. Once the registration is approved, follow the instructions of the confirmation e-mail in order to complete the creation of user credentials and being able to access Asateel.

2.3. Registration for Private Vehicle Owners

In some exceptional cases, there are vehicles owned by private persons which based on the terms of applicable regulations require ITC permits to be operated. Such owners can also register in Asateel.

- To start registration, click on “Other options”.

Figure 17: Other Options

- Afterwards, click on “Private person who needs permit for their vehicles”.

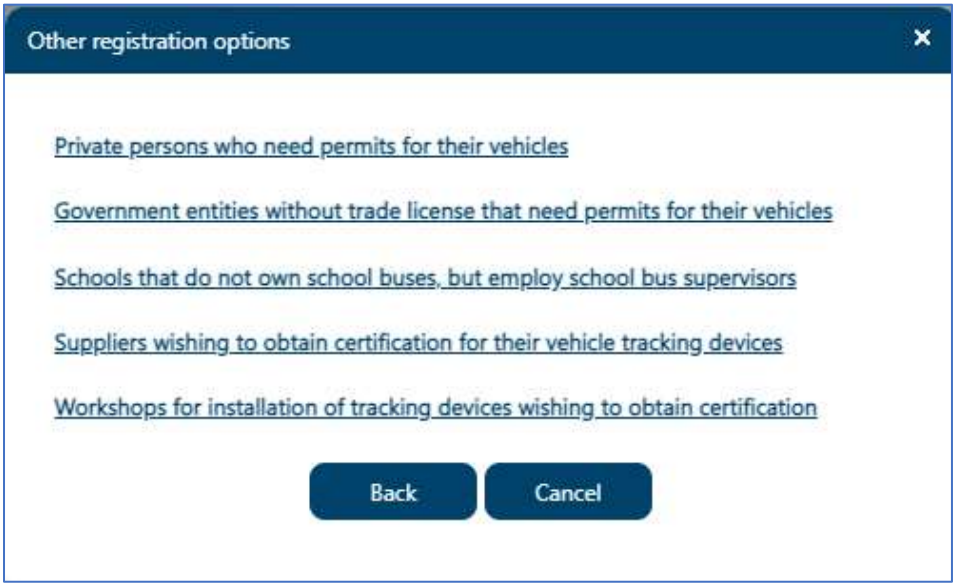

Figure 18: Selection for Private Owners

- User will be requested to enter his/her Emirates ID number. Click on “Search” button.

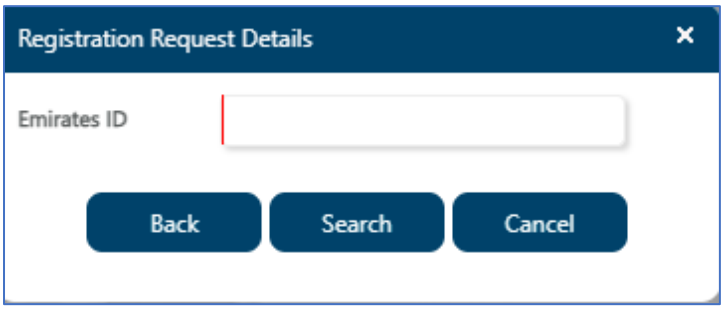

Figure 19: Emirates ID Input

- In next step, the user shall enter all relevant details.

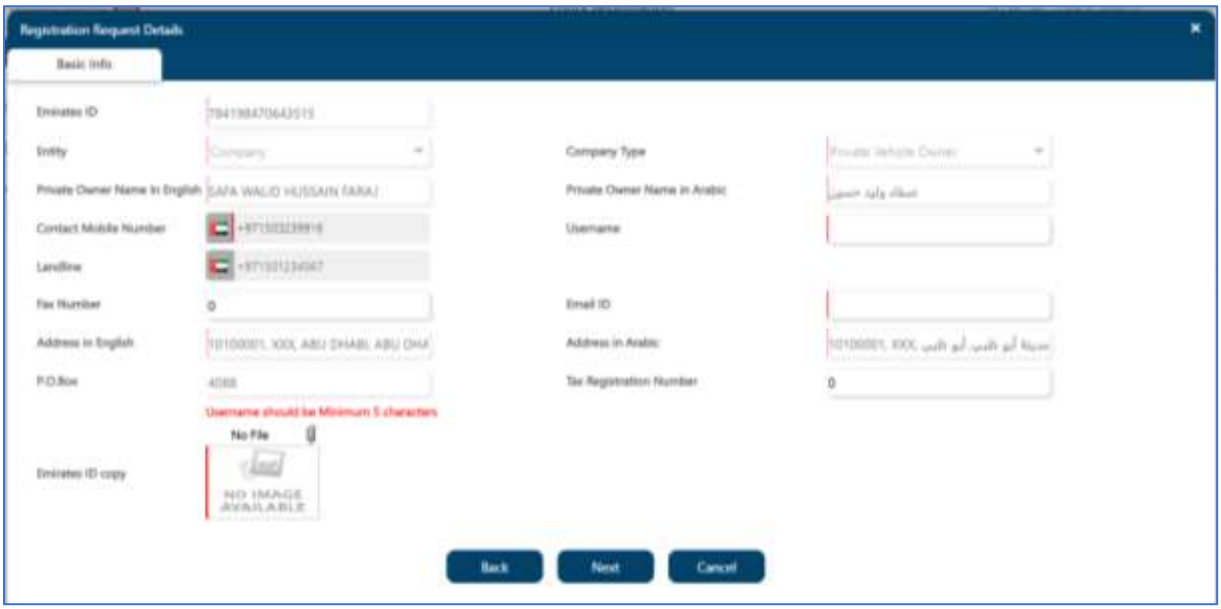

Figure 20: Basic Details of Private Owner

Note: Private owner must upload Emirates ID copy.

- Upon clicking “Next”, the user shall select those activities corresponding to his/her vehicle types and click “Next” button. The Asateel domain corresponding to the selected activities will be automatically assigned.

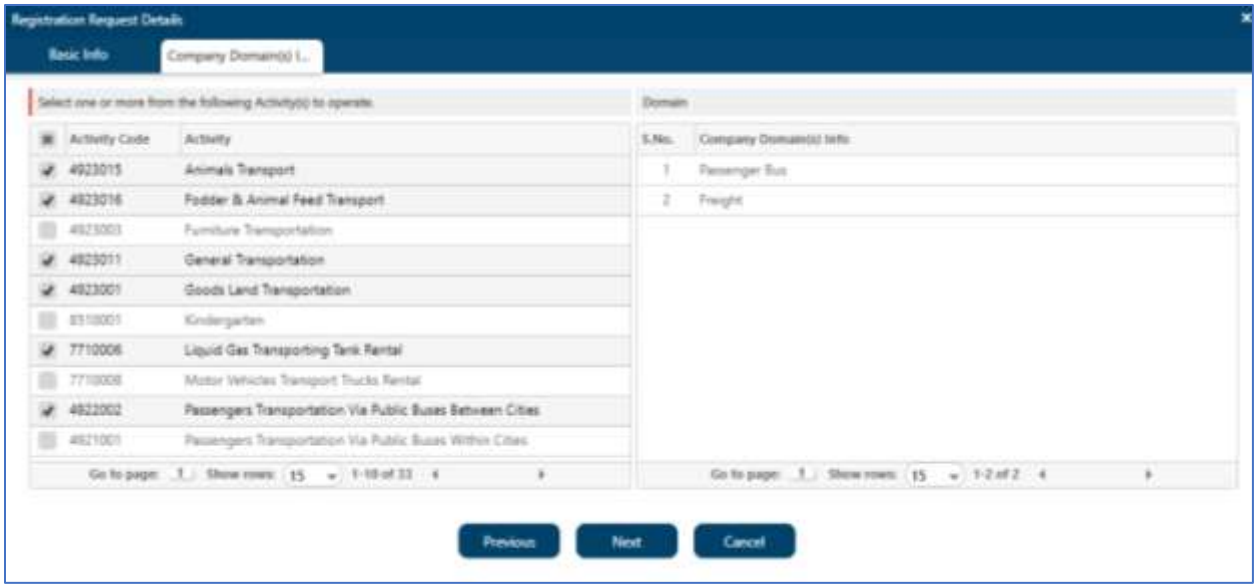

Figure 21: Manual Selection of Business Activities

- In next screen, the user will find the list of activated Asateel platform's modules based on the selected activities. Click "Next" button.

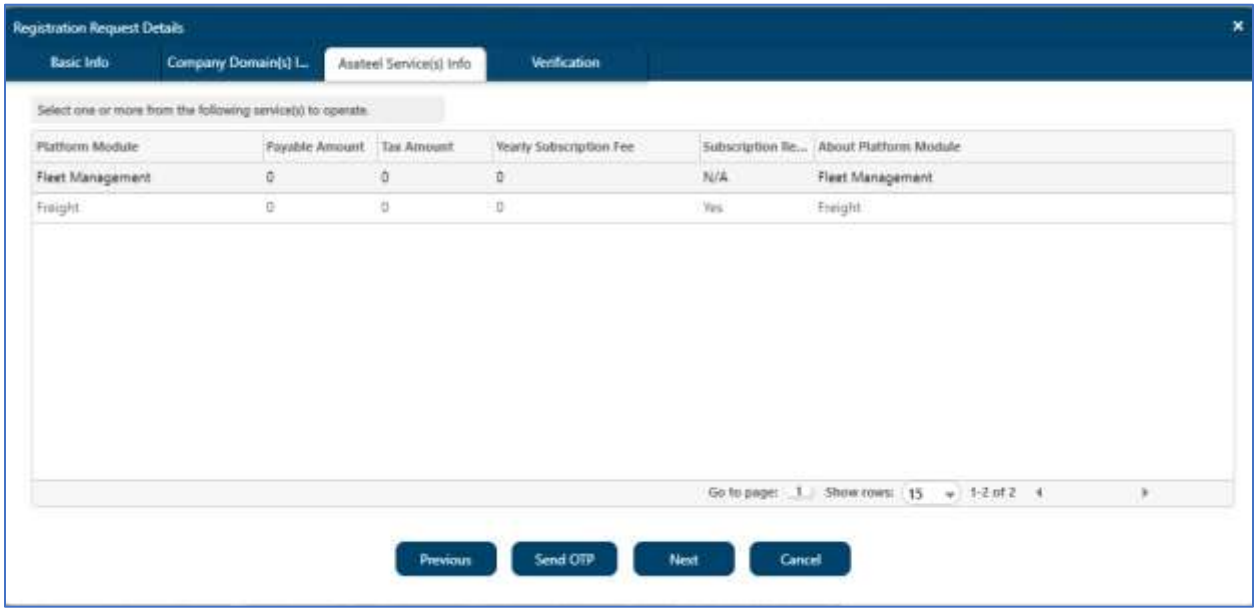

Figure 22: Asateel Services

- In the Verification tab, click "Send OTP" button. An OTP will be sent to the email used for the registration. Enter the received OTP code and click "Next" button.

Figure 23: OTP Verification

- In the final step, the user will find the shopping cart for the activated Asateel modules. Click "Register" button.

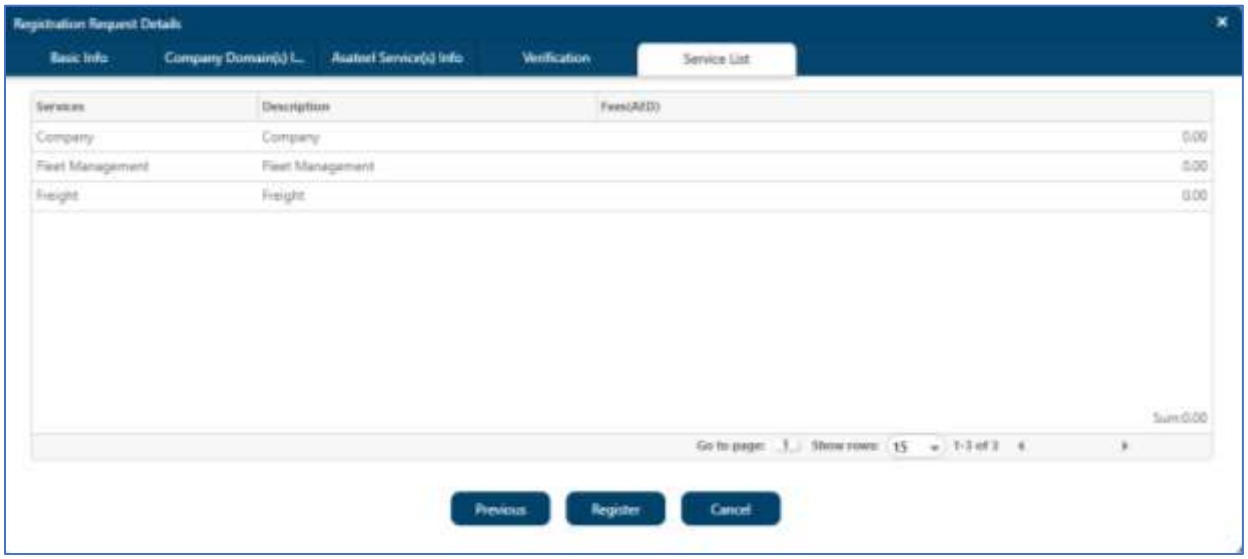

Figure 24: Service List

- An ITC Agent will receive the registration request, review it and approve it in the system. Once the registration is approved, follow the instructions of the confirmation e-mail in order to complete the creation of user credentials and being able to access Asateel.

2.4. Platform Registration for Government Entities

Government Entities without a trade license can also register in Asateel but an approval letter from an authorized signatory (e.g. Entity's department head) has to be provided to ITC during the registration.

- To start registration, user need to click on "Other options".

Figure 25: Other Options

- Click on "Government entities…".

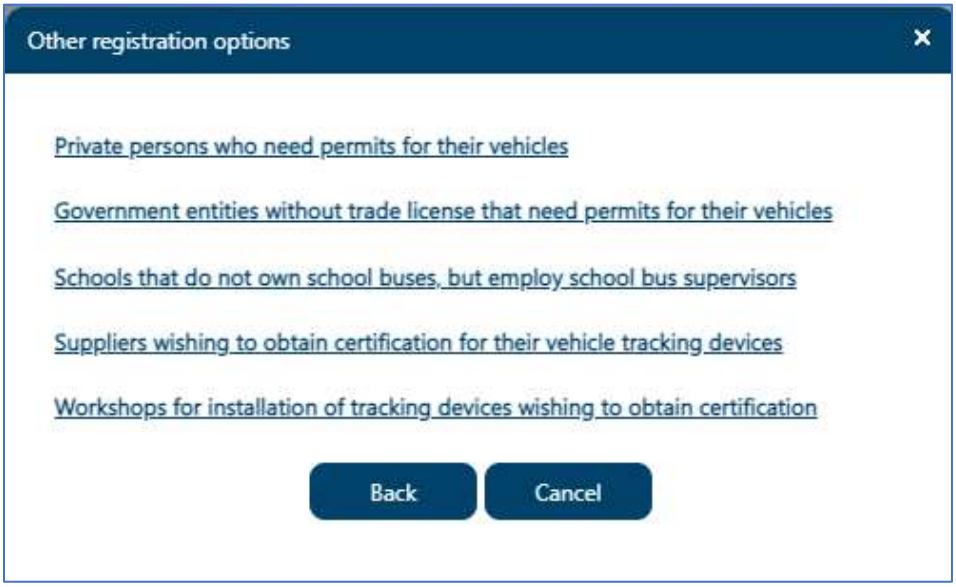

Figure 26: Selection of Government Entities

- User will be requested to enter his/her Emirates ID number. Click on “Search” button.

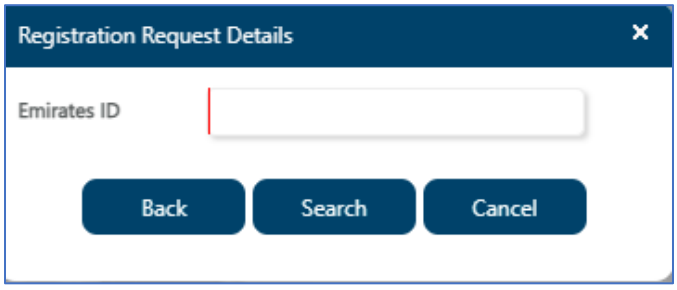

Figure 27: Emirates ID Input

- In next step, the entity’s details shall be entered, including the approval letter from an authorized signatory.

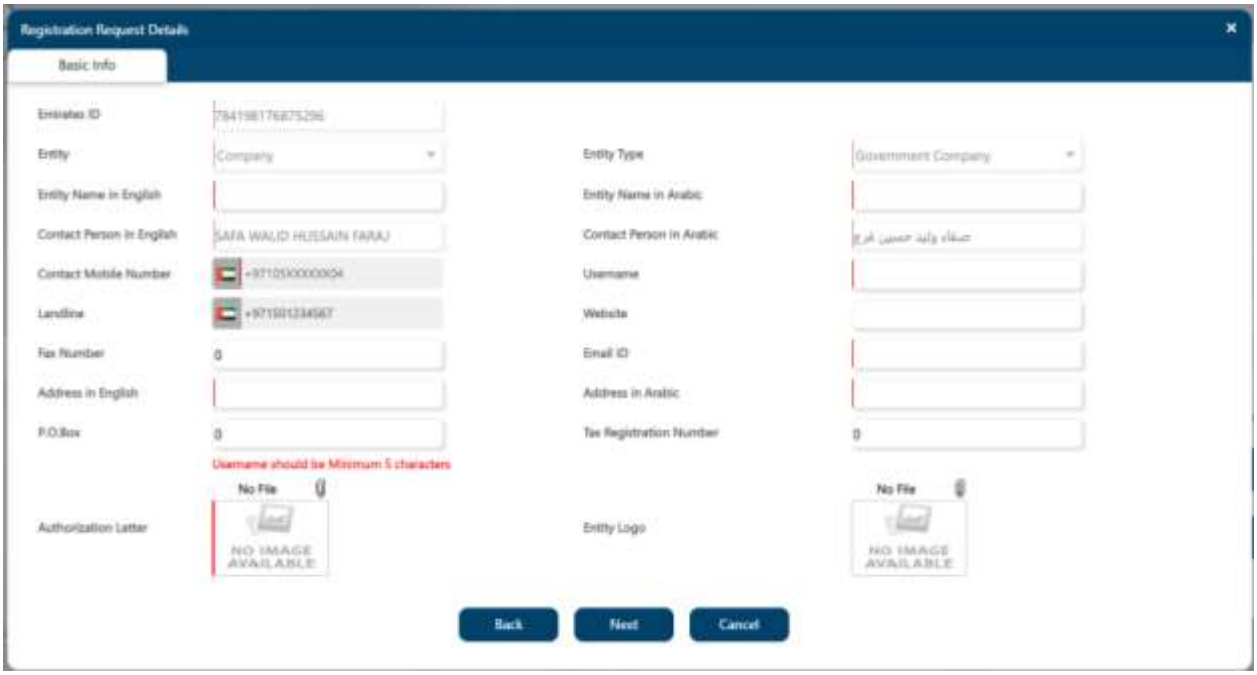

Figure 28: Basic Details of Government Entity

Note: For Government Entity registration the user must upload an approval document issued by Entity’s department head.

- Upon clicking “Next”, the user shall select those activities corresponding to the entity’s vehicle types and click “Next” button. The Asateel domain corresponding to the selected activities will be automatically assigned.

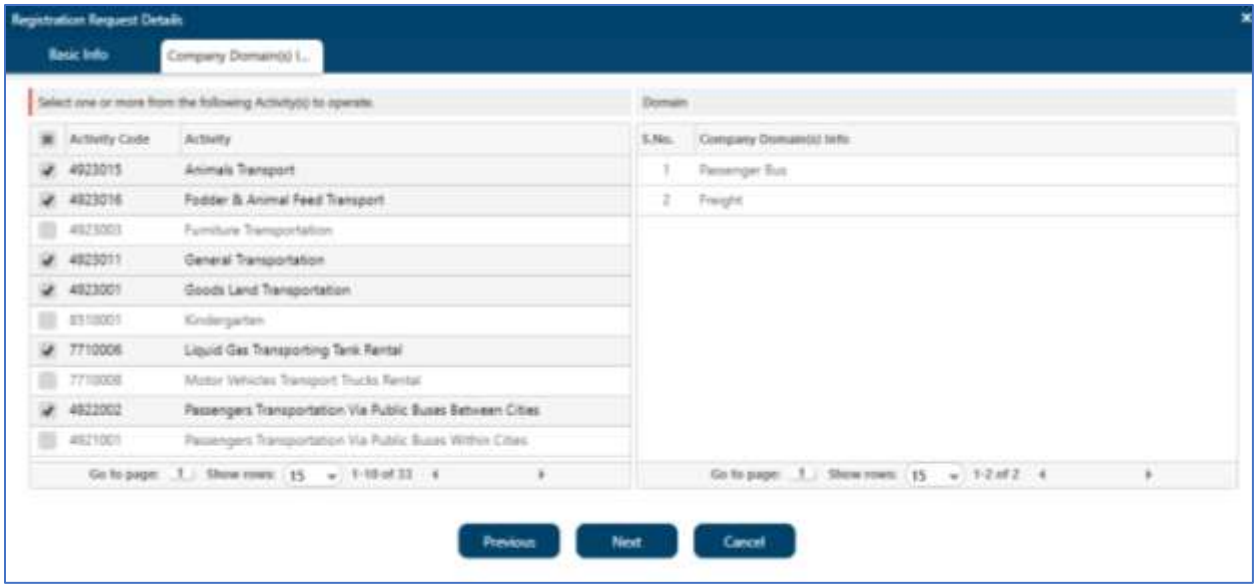

Figure 29: Manual Selection of Business Activities

- In next screen, the user will find the list of activated Asateel platform's modules based on the selected activities. Click "Next" button.

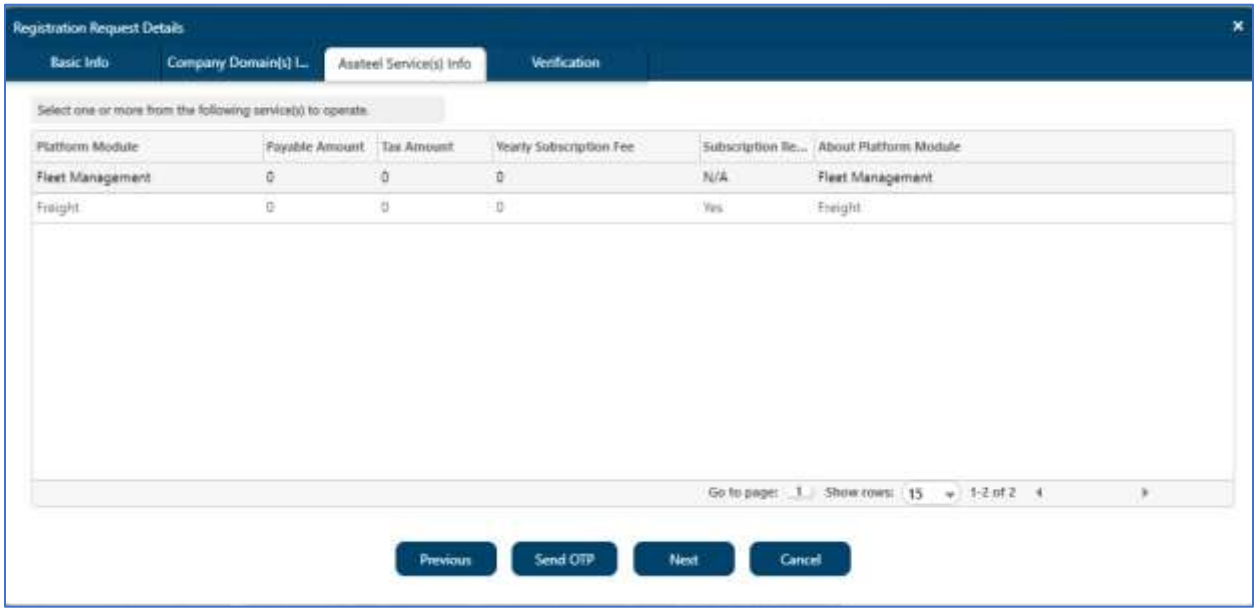

Figure 30: Asateel Services

- In the Verification tab, click "Send OTP" button. An OTP will be sent to the email used for the registration. Enter the received OTP code and click "Next" button.

Figure 31: OTP Verification

- In the final step, the user will find the shopping cart for the activated Asateel modules. Click "Register" button.

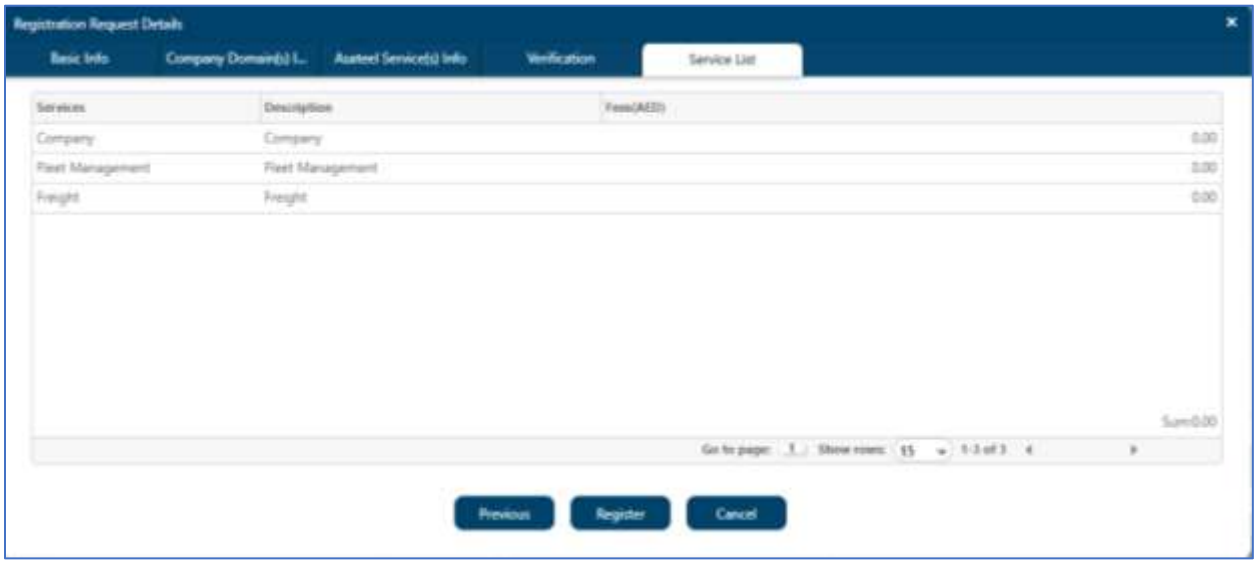

Figure 32: Service List

- An ITC Agent will receive the registration request, review it and approve it in the system. Once the registration is approved, follow the instructions of the confirmation e-mail in order to complete the creation of user credentials and being able to access Asateel.

3. Vehicle Registration

Brief: Operators can register their vehicles in Asateel after having completed their company registration.

Related Screens: Vehicle Registration

Workflow: To register vehicles, operator user must open Vehicle Registration page.

Path: Menu → Administration → Vehicle → Vehicle Registration

Quick search: Use the search area and type "Vehicle Registration" to navigate to the vehicle registration page.

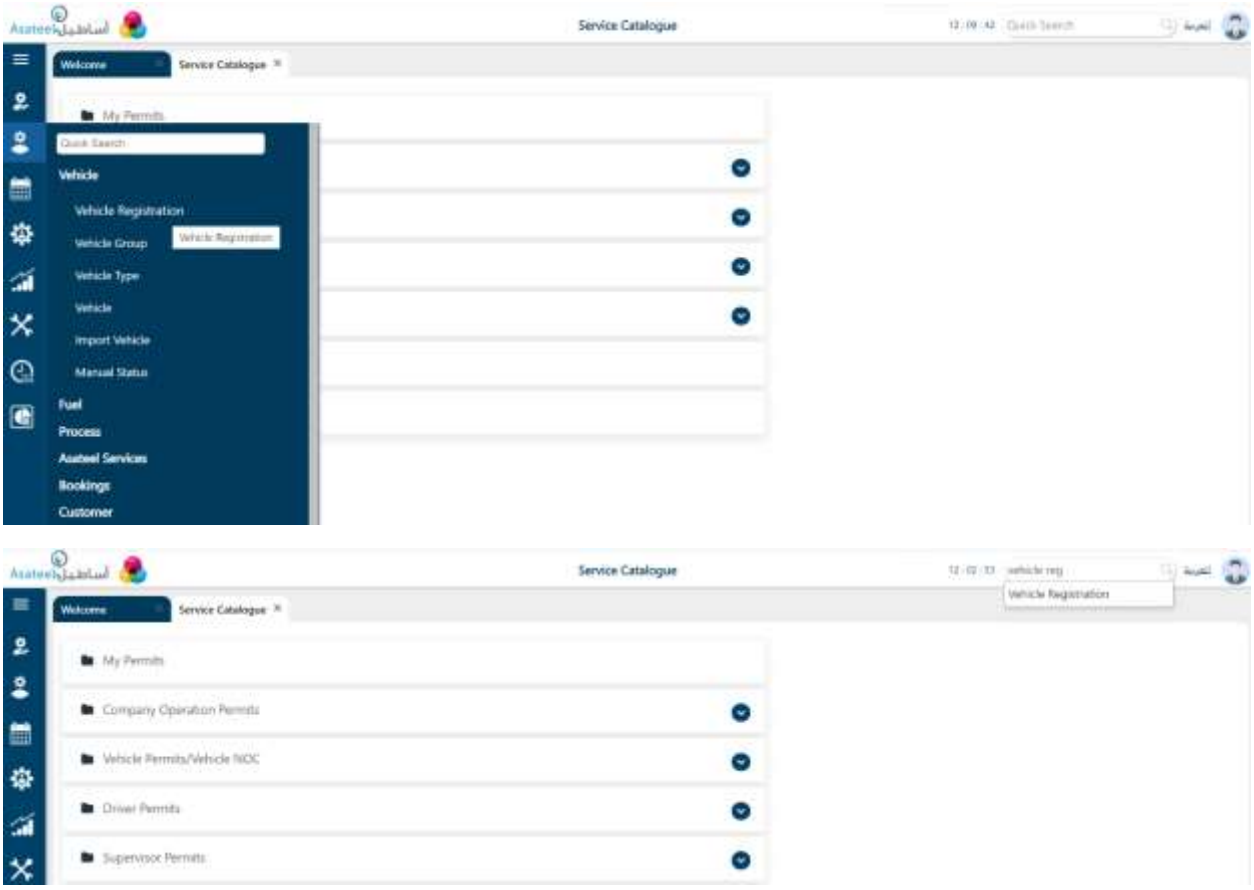

Figure 33: Vehicle Registration Page Path

- After opening Vehicle Registration page, the user can register his/her vehicles. Click on "Add Traffic Code Number" Button which shows as paper board icon.

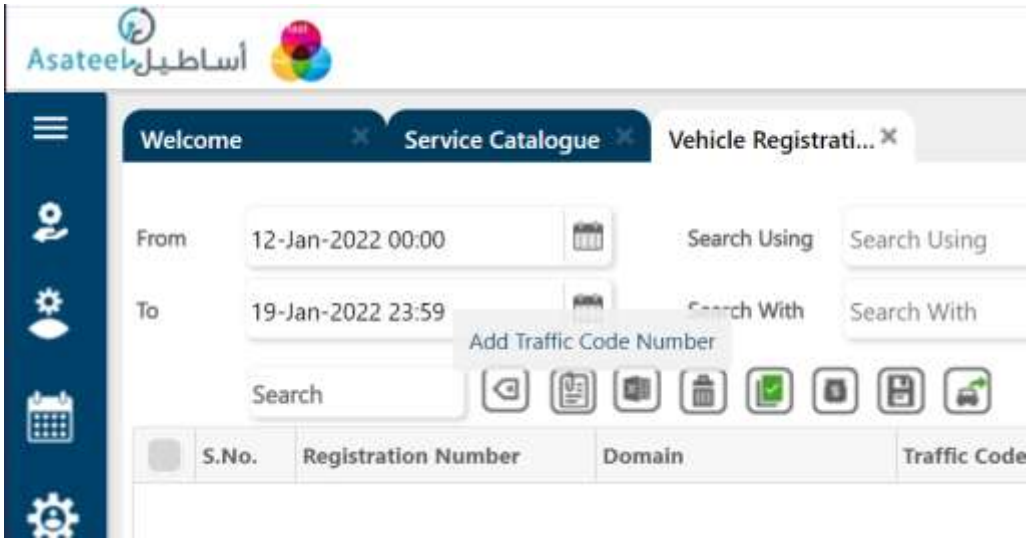

Figure 34: Add Icon for Vehicle Registration

- A popup screen will open. Enter traffic code number (TCN) and click “Search” button. Asateel will send an OTP to the mobile number linked with that TCN. Enter the received OTP and click “Verify” button.

- After verification of the TCN, it will be listed in the table. If the company has several TCNs under the same trade license, the user can search and verify additional TCNs. Once completed click “Submit” button.

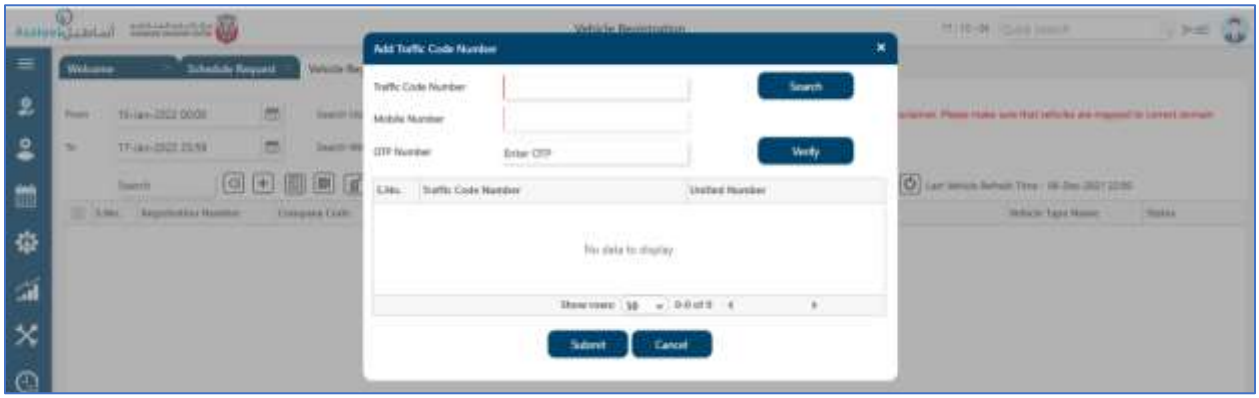

Figure 35: Adding TCN

- All vehicles linked with the searched TCNs will be listed in Asateel with status “NEW”.
- In the list, the user shall select only those vehicles that are to be activated in Asateel. They will have to get a tracking device installed (multiple selection is possible).
  Note that some of the vehicles listed might not need to be activated in Asateel because they are not affected by ITC Regulations and will not need any Permits (for example, the car used to do errands or the cars used by the managers of the company).

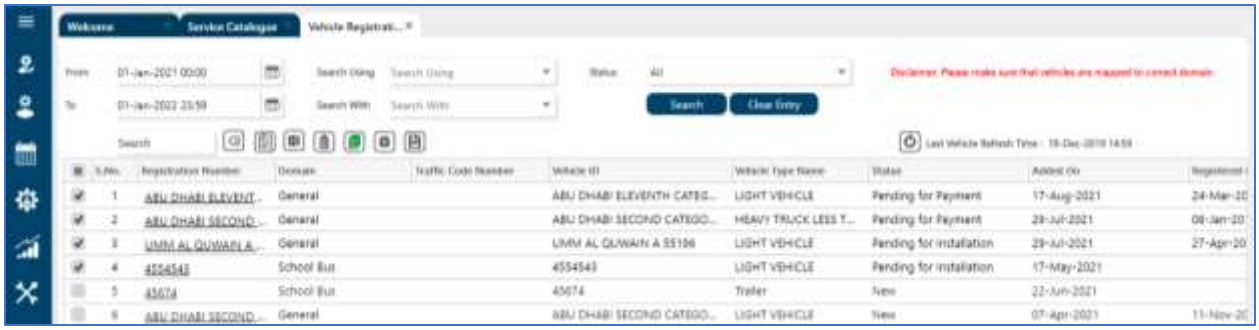

Figure 36: Selection of Vehicles for Device Installation

- As next step, click on the "Make Ready for Device Installation" icon.

Figure 37: Making Vehicles Ready for Device Installation

- At this stage, the company has to purchase and install a tracking device for each of the selected vehicles. The list of certified suppliers and devices can be found in ITC's website.
  ITC strongly recommends to request quotations from different suppliers because device type and price may vary among them.
  The supplier will recommend the company a workshop for the installation of the tracking devices. Asateel-certified installation workshops will be able to make sure that the tracking device sends data properly to Asateel.
- Once the installation of the tracking device in the vehicle is successfully completed, the vehicle will get the "Active" status in Asateel.

Note: Companies will only be able to request Permits for active vehicles (i.e. registered in Asateel and with a functioning tracking device in them).

4. Driver Addition

Brief: This procedure describes how to add drivers in Asateel. Upon completion the company will be able to submit Driver Permits requests.

Related Screens: Driver Page

Workflow: To add driver in Asateel, the user shall open the Driver page.

Path: Menu → Administration → Driver → Driver

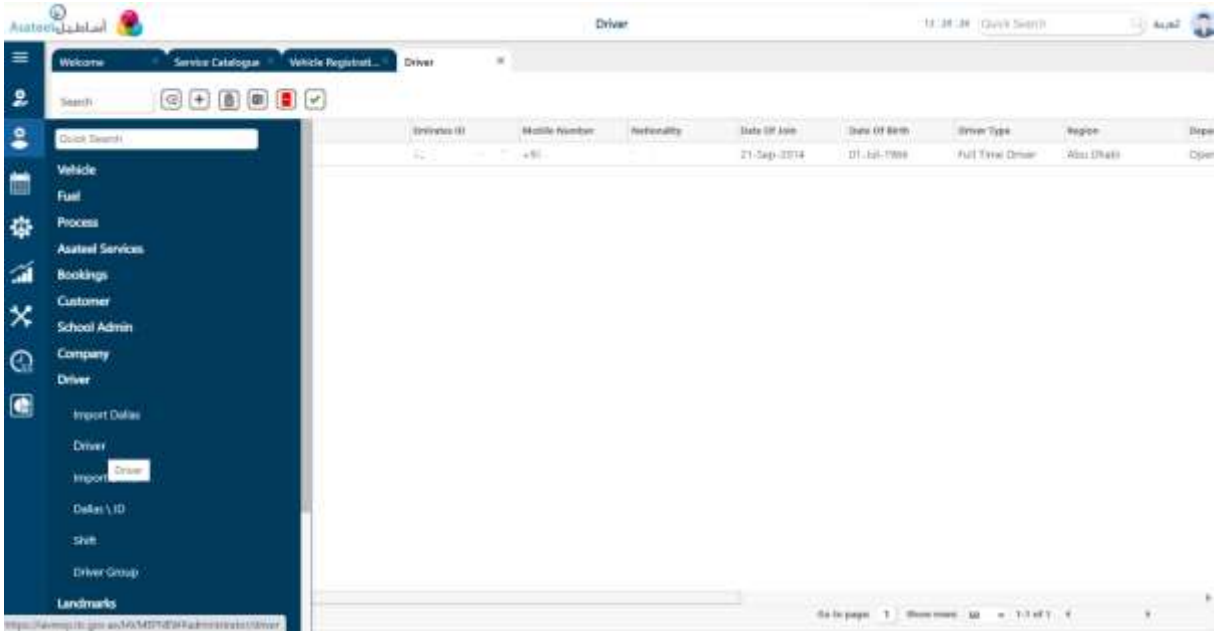

Figure 38: Driver Page Path

Quick search: Use the search area and type 'Driver' to navigate to the driver page.

Figure 39: Driver Page Quick Search

- Driver page in Asateel:

Figure 40: Driver Page

- Click on “Add” button which is shown as + icon.

Figure 41: Driver Addition Add Icon

- A popup screen will open. Enter Emirates ID number of the driver and click “Search” button.

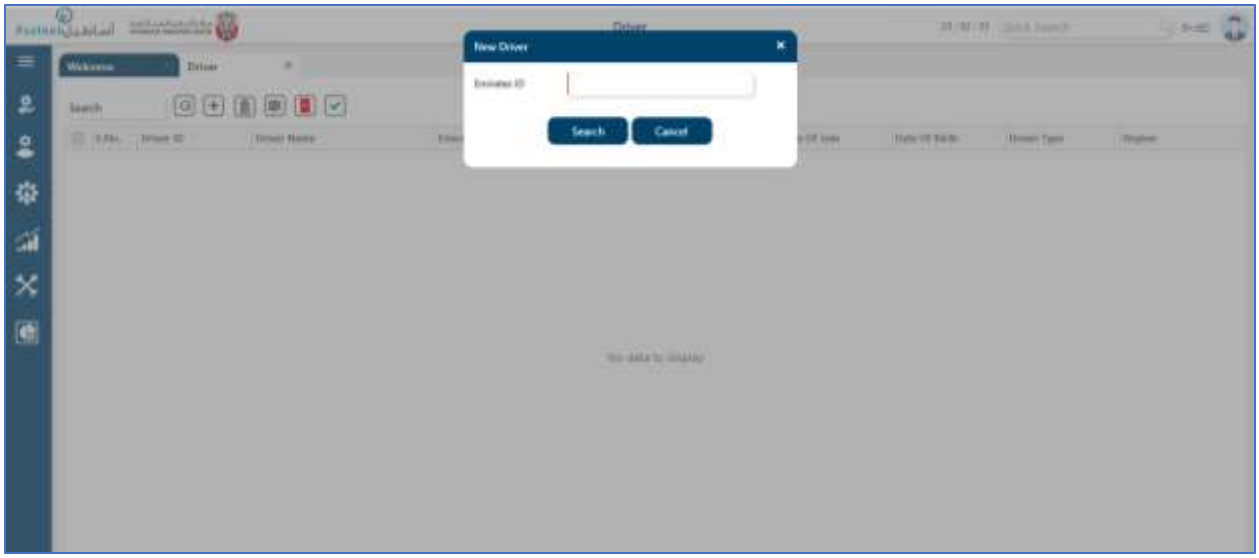

Figure 42: Entering Emirates ID of Driver

- Driver's data will be gathered and the details shown in the next screen. Fill in the mandatory fields.

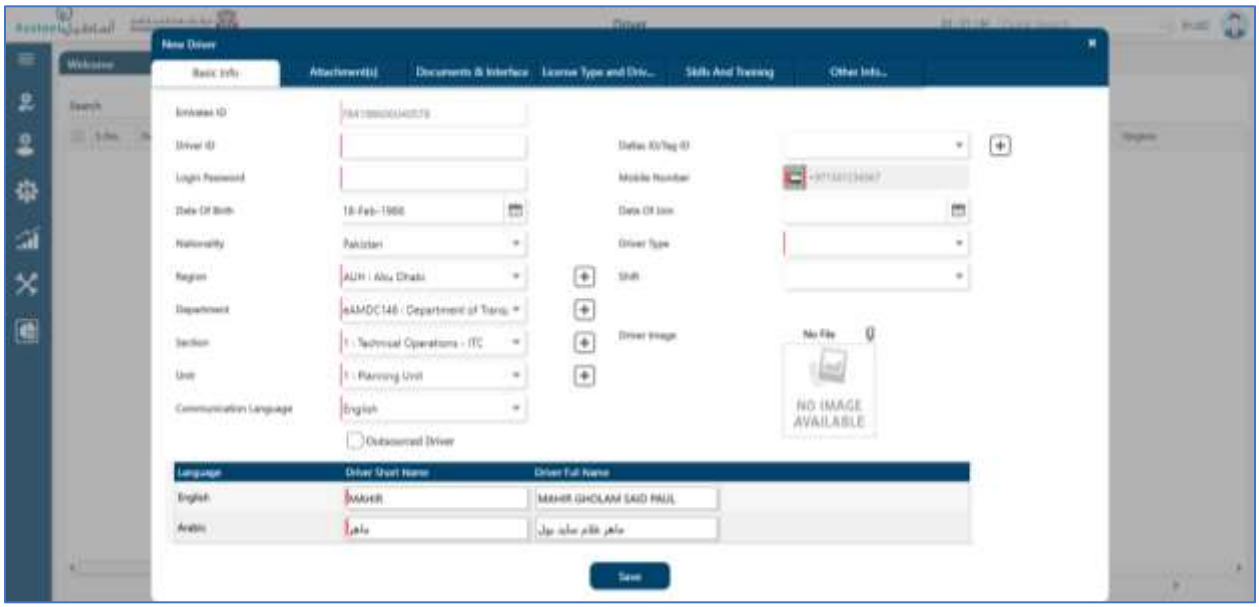

Figure 43: Driver Details

- Add details of Driving License in the Documents tab.

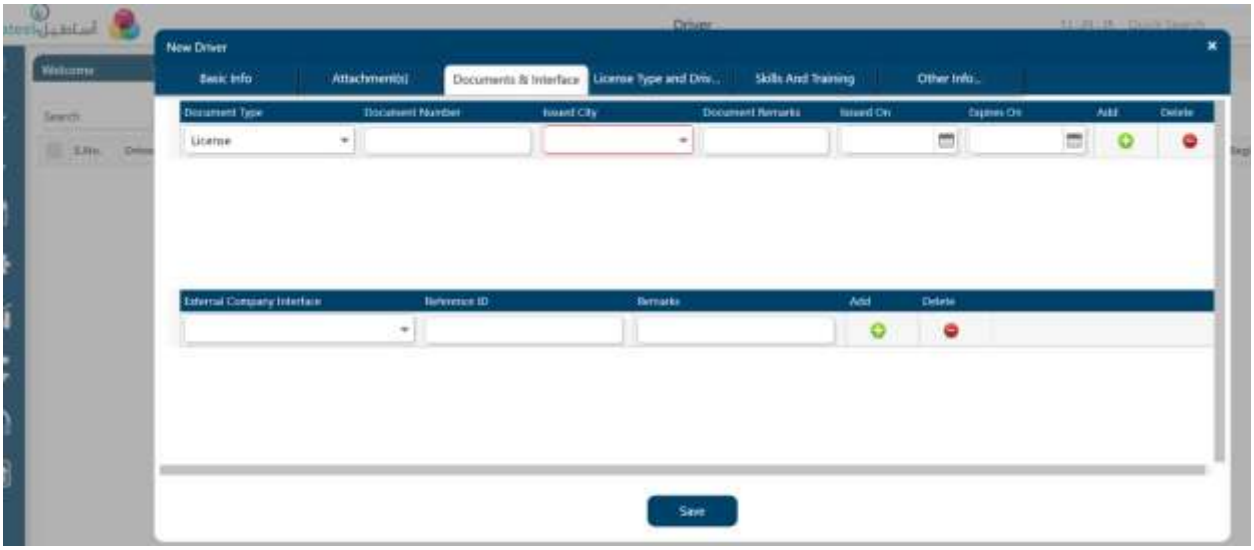

Figure 44: Entering Emirates ID of Driver

- Add types of Driving License in the License Type tab.

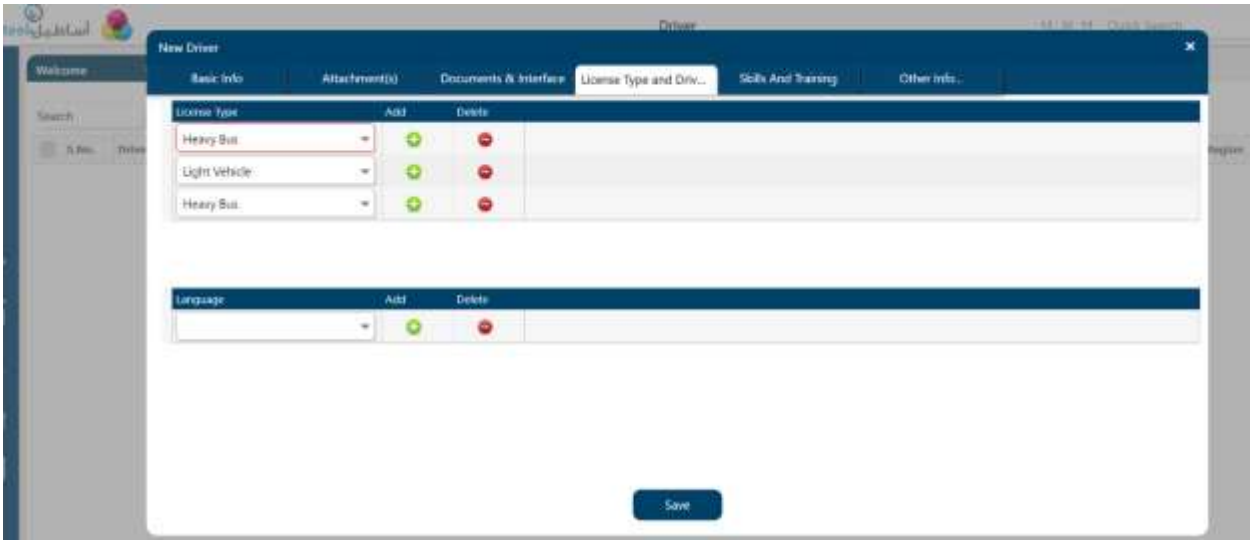

Figure 45: Add types of driving licenses

- Click “Save” button to complete the driver addition.

5. Applying for Permits

Brief: A company/operator can apply for company, vehicle or driver permits after registering to the platform.

Related Screens: Permits Page or Service Catalogue

Workflow: Log into Asateel, open the Service Catalogue and navigate to the relevant permit section in order to fill in an application.

Figure 46: Service Catalogue

Alternative Workflow: Log into Asateel, open "Permits" page and apply for permits as explained below.

Path: Service Catalogue → My Permits

Quick search: Use the search area and type "Permit" to navigate to the Permits page.

- Click "My Permits". A page will open where the user can apply for new permits. This page also shows all permits of that user.
  To apply for a Permit, click on "Add" button shown as + icon.

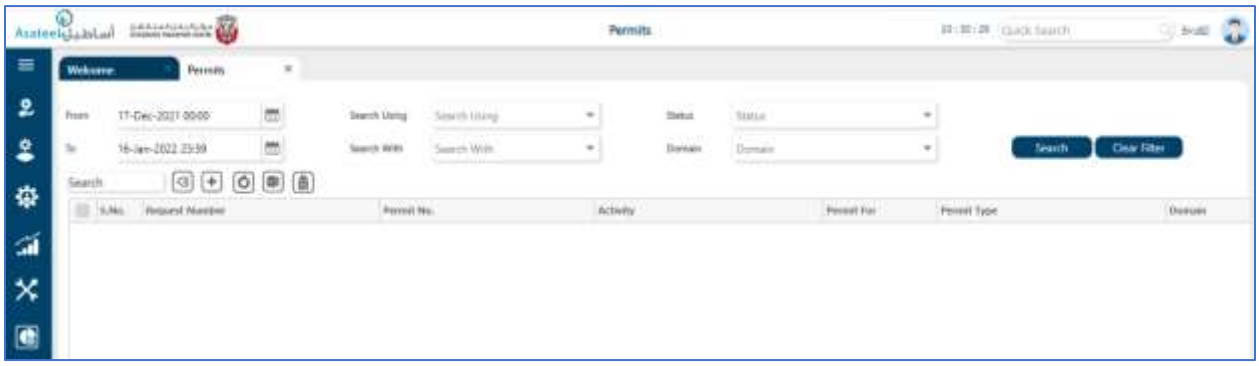

Figure 47: Permit Page

- Select permit category under “Permit For” dropdown box.

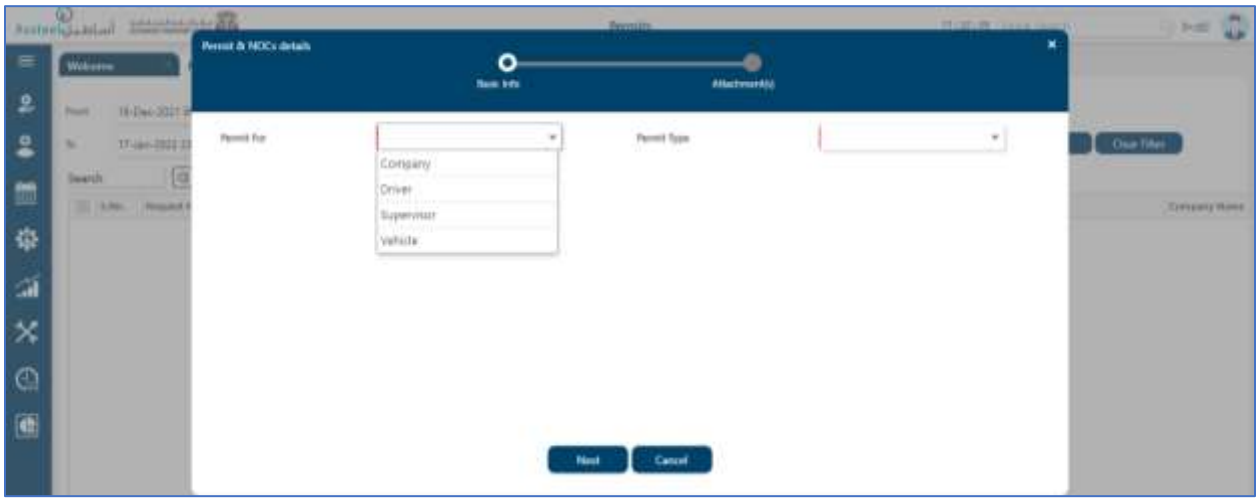

Figure 48: Available Permit Categories

5.1. Applying for Company Permit

After selecting “Company” in “Permit For” dropdown menu, the user can select the “Permit Type” from the dropdown box.

Note: Only permits that are relevant for the Domain(s) assigned to the company during registration (Freight, Passenger Bus, etc.) will be shown.

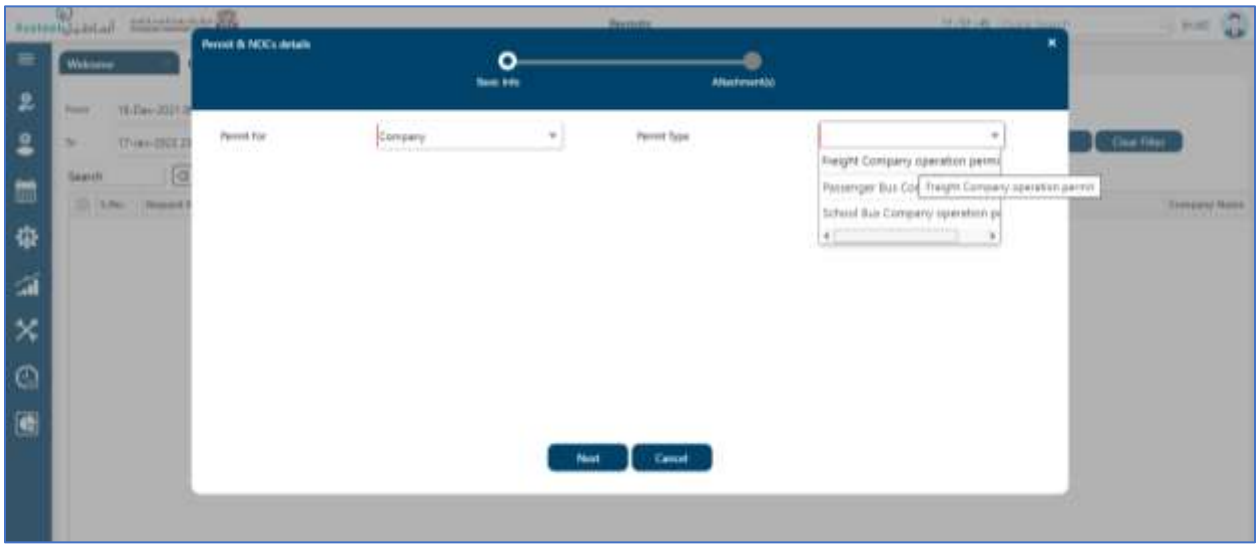

Figure 49: Selecting Company Permit Type

- Then, select ‘Request To’ date and the type of Activity that the Permit shall be valid for. The user can add remarks with relevant information that can be helpful for the ITC reviewers/approvers.
- Click “Next” button to submit the permit request.

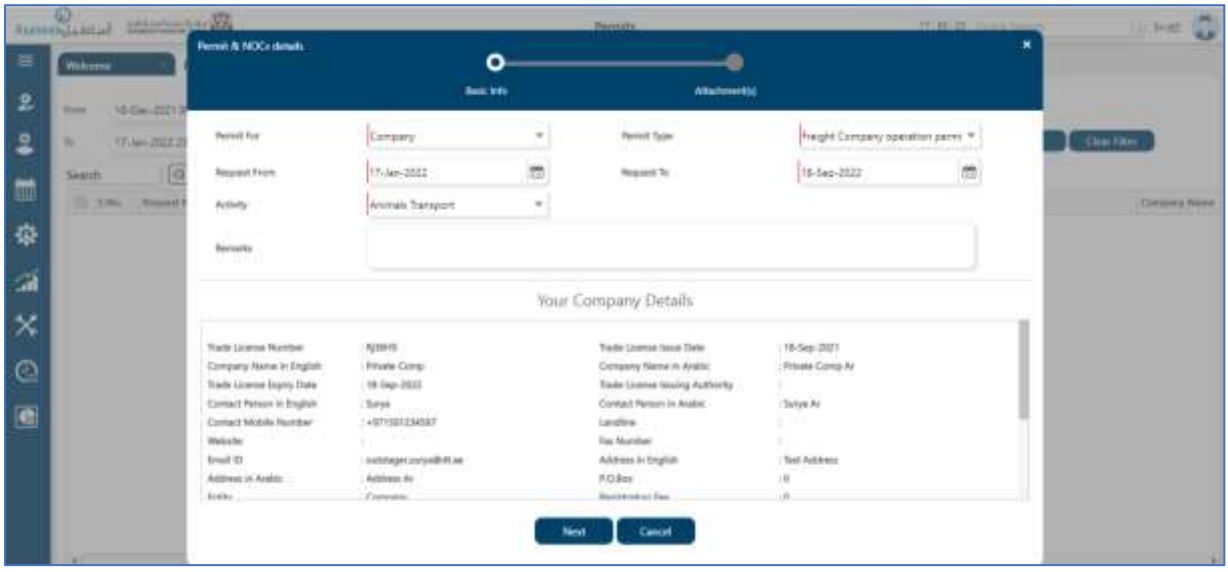

Figure 50: Entering Company Permit Details

- After clicking “Next”, Supporting Documents can be uploaded (the corresponding Regulation will dictate the kind of documents that shall be attached to the request).

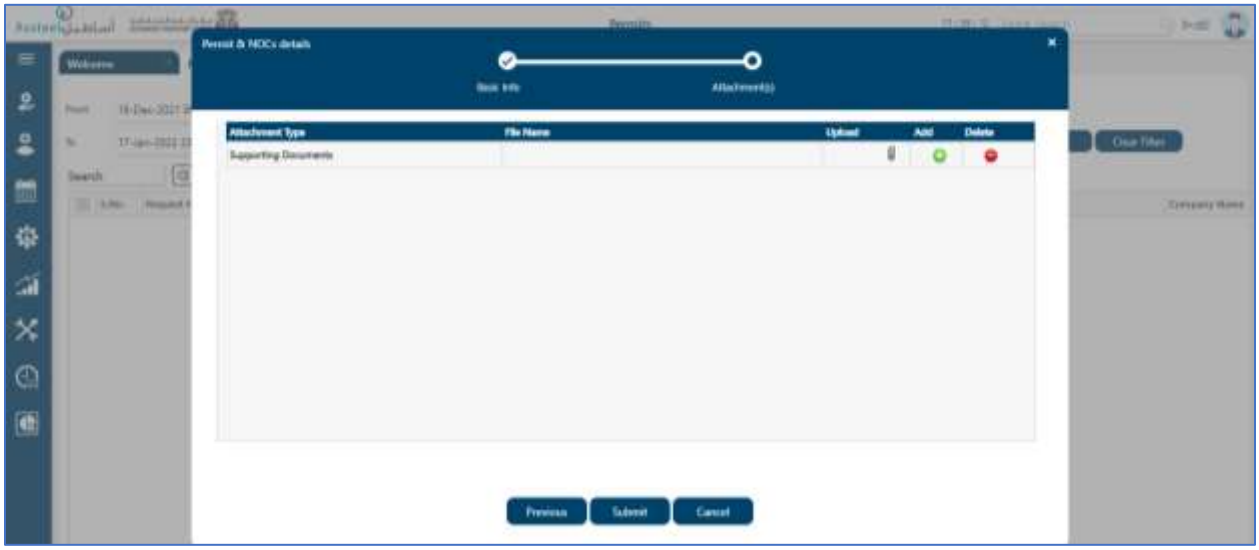

Figure 51: Uploading Company Permit Supporting Documents

- Click on the “Paper Clip” icon to select document to be uploaded. By pressing “Plus” icon, the user can add another document.
- Click “Submit” button to finalize the permit request.

Note: In an effort to provide the fastest service possible, Company Activity Permits might be issued automatically for the activities listed in the company’s trade license upon successful company registration in Asateel.

5.2. Applying for Driver Permit

The user can apply for a Driver Permit by choosing “Driver” in the “Permit For” dropdown menu and then choosing the “Permit Type”.

Figure 52: Selecting Driver Permit

- Upon selecting Permit Type, the list of registered drivers will be shown. The user can select one or more drivers and click “Next” button to proceed.
  The user can add remarks with relevant information that can be helpful for the ITC reviewers/approvers.

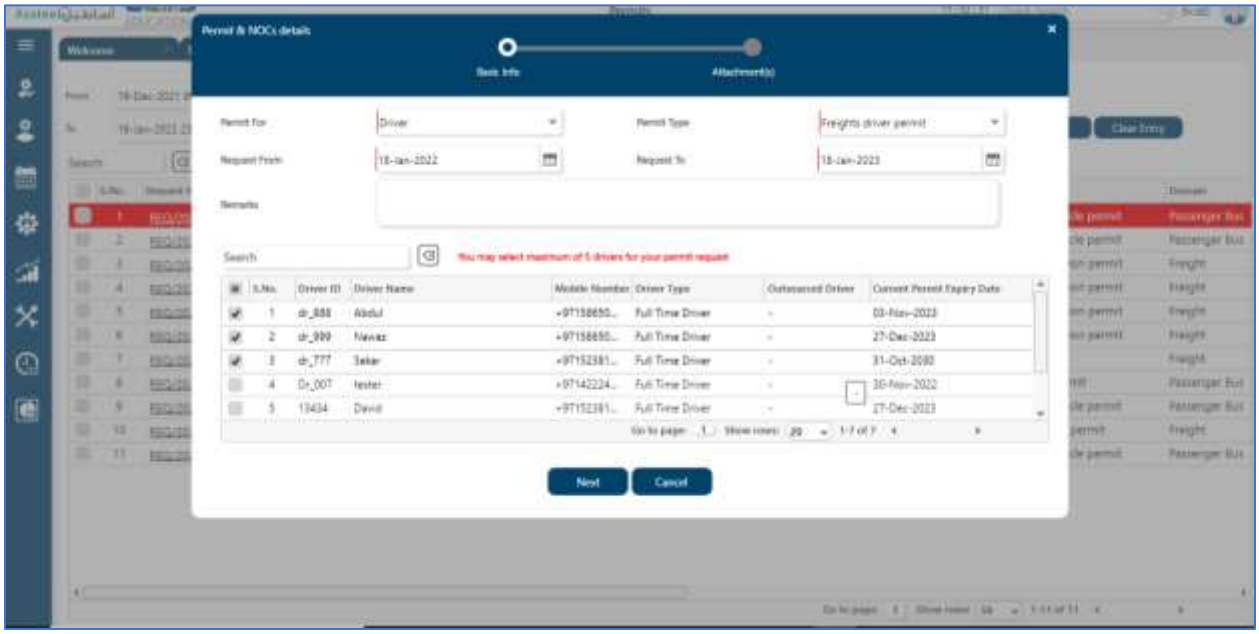

Figure 53: Entering Driver Permit Details

- After clicking “Next”, Supporting Documents can be uploaded (the corresponding Regulation will dictate the kind of documents that shall be attached to the request).

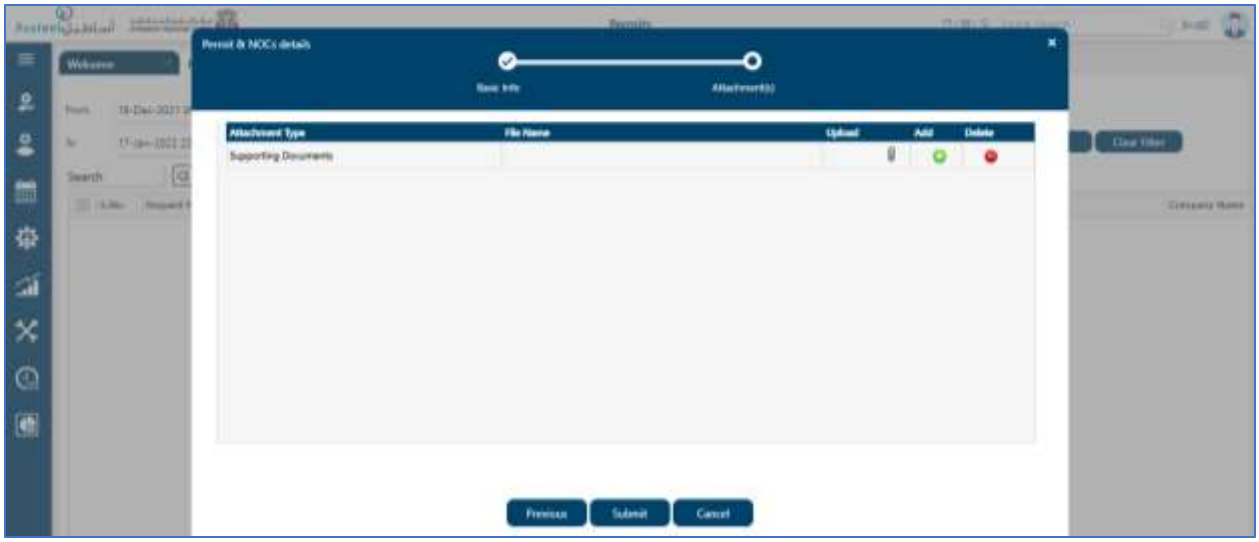

Figure 54: Uploading Driver Permit Supporting Documents

- Click on the “Paper Clip” icon to select document to be uploaded. By pressing “Plus” icon, the user can add another document.
- Click “Submit” button to finalize the permit request.

Note: In an effort to provide the fastest service possible, Driver Permits might be issued automatically upon submittal. However, changes, additions or limitations to the Permit might be added by ITC. In that case, a modification notification will be sent and the company must log in to Asateel, read and download the final Permit.

5.3. Applying for Vehicle Permit

The user can apply for a Vehicle Permit by choosing “Vehicle” in the “Permit For” dropdown menu and then choosing the “Permit Type”.

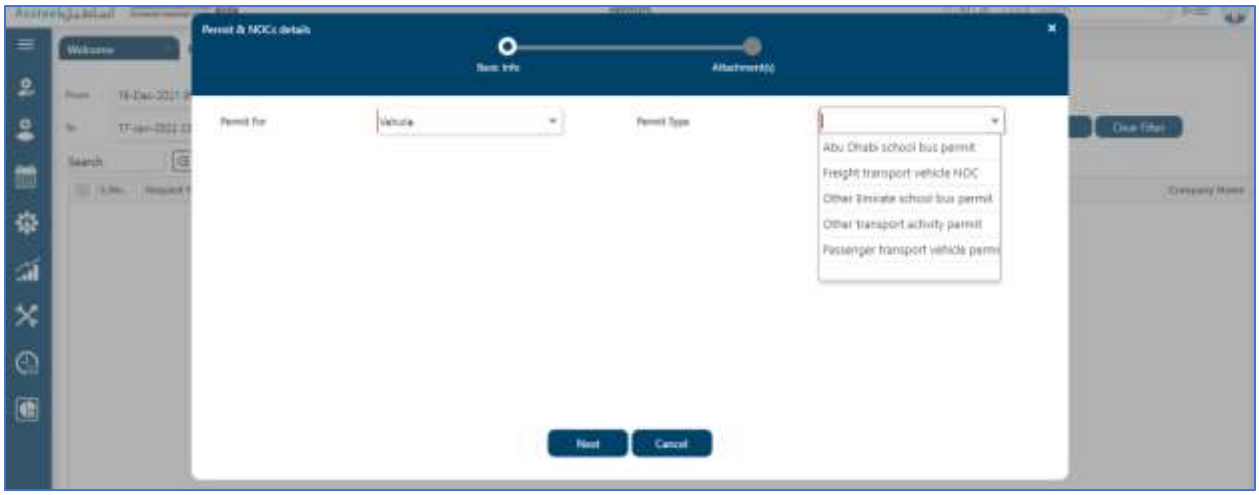

Figure 55: Selecting Vehicle Permit

- Upon selecting Permit Type, the list of registered vehicles will be shown. The user can select one or more vehicles and click “Next” button to proceed.
  The user can add remarks with relevant information that can be helpful for the ITC reviewers/approvers.

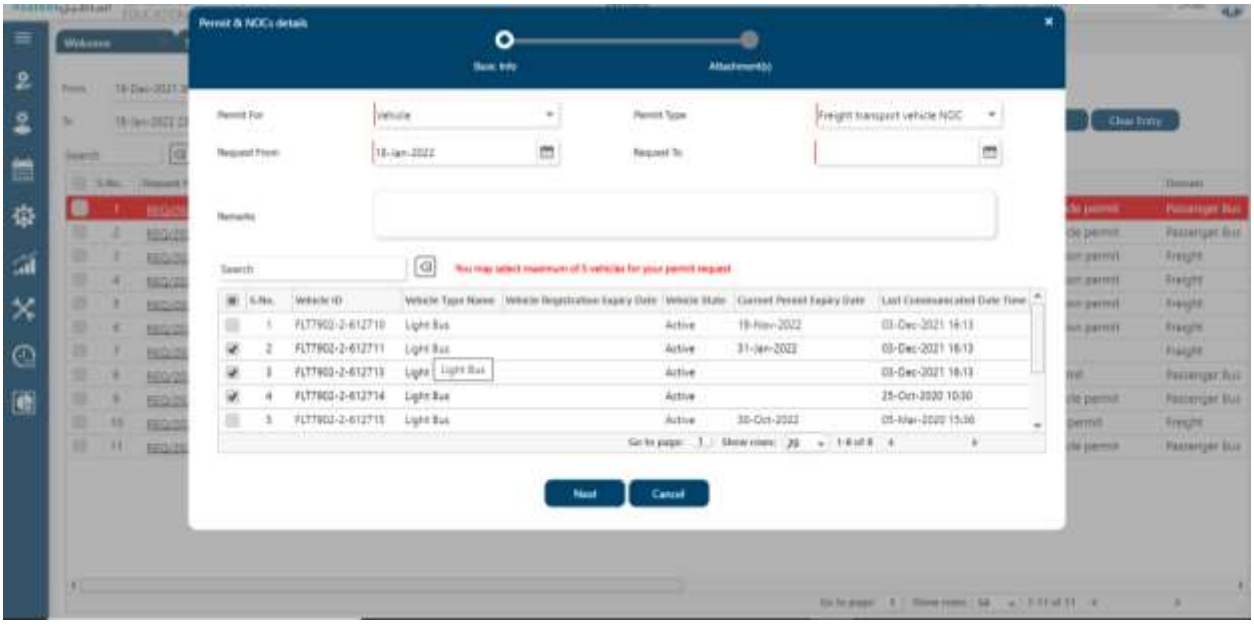

Figure 56: Entering Vehicle Permit Details

- After clicking “Next”, Supporting Documents can be uploaded (the corresponding Regulation will dictate the kind of documents that shall be attached to the request).

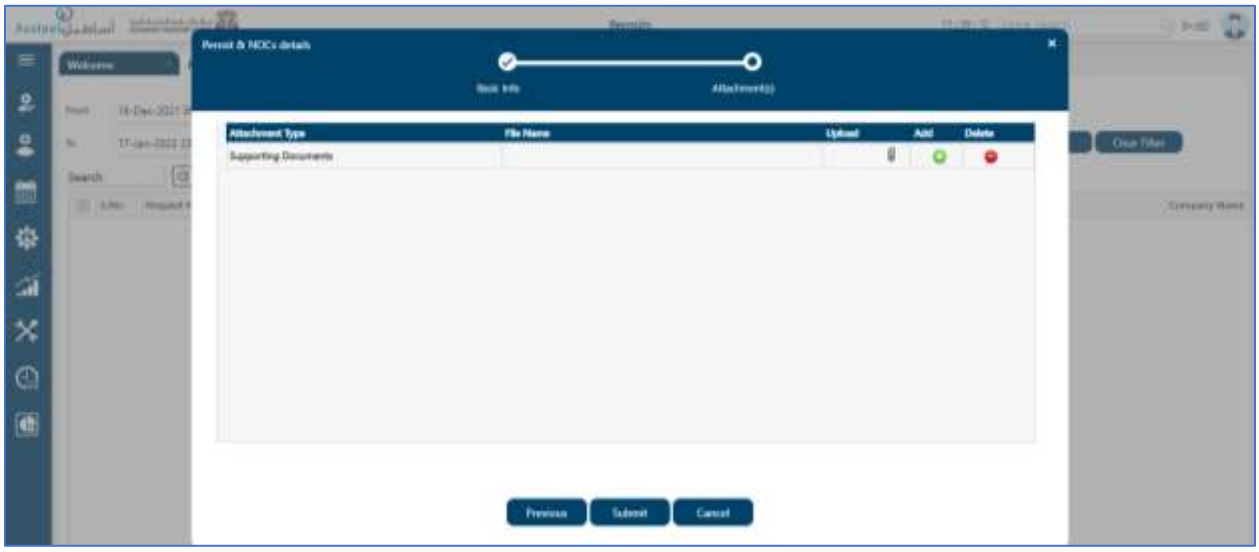

Figure 57: Uploading Vehicle Permit Supporting Documents

- Click on the “Paper Clip” icon to select document to be uploaded. By pressing “Plus” icon, the user can add another document.
- Click “Submit” button to finalize the permit request.

Note: In an effort to provide the fastest service possible, Vehicle Permits might be issued automatically upon submittal. However, changes, additions or limitations to the Permit might be added by ITC. In that case, a modification notification will be sent and the company must log in to Asateel, read and download the final Permit.

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