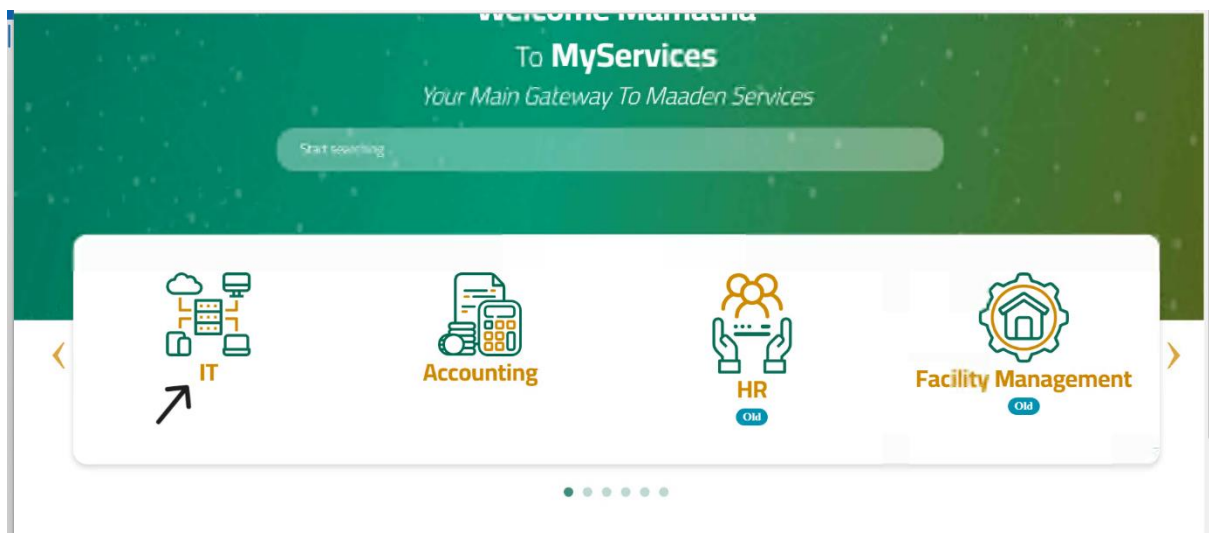


STEPS TO RAISE ENHACEMENT REQUEST FOR HEMAYA

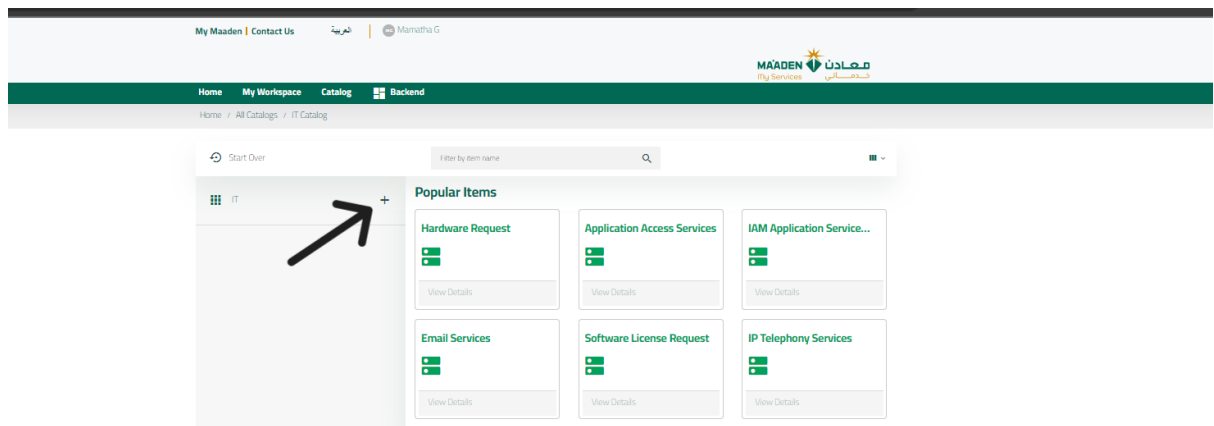
1. Login to My-Maaden Portal. (<https://my.maaden.com.sa/>)
2. Click on My Services Menu.



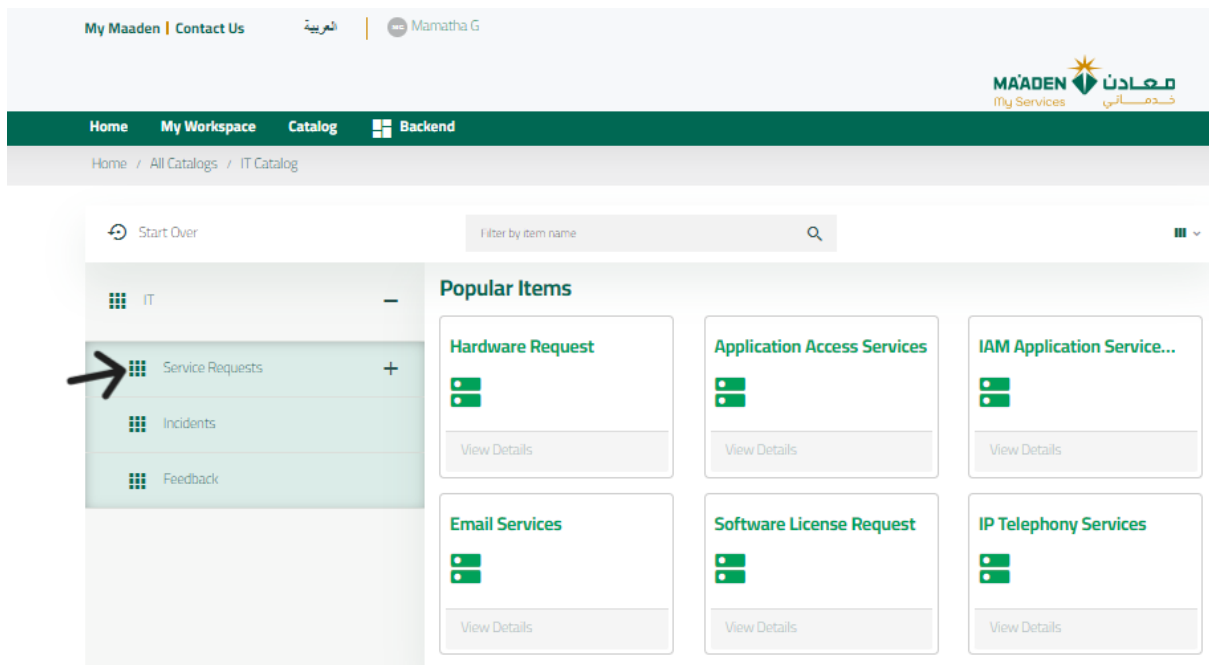
3. Click on IT module.



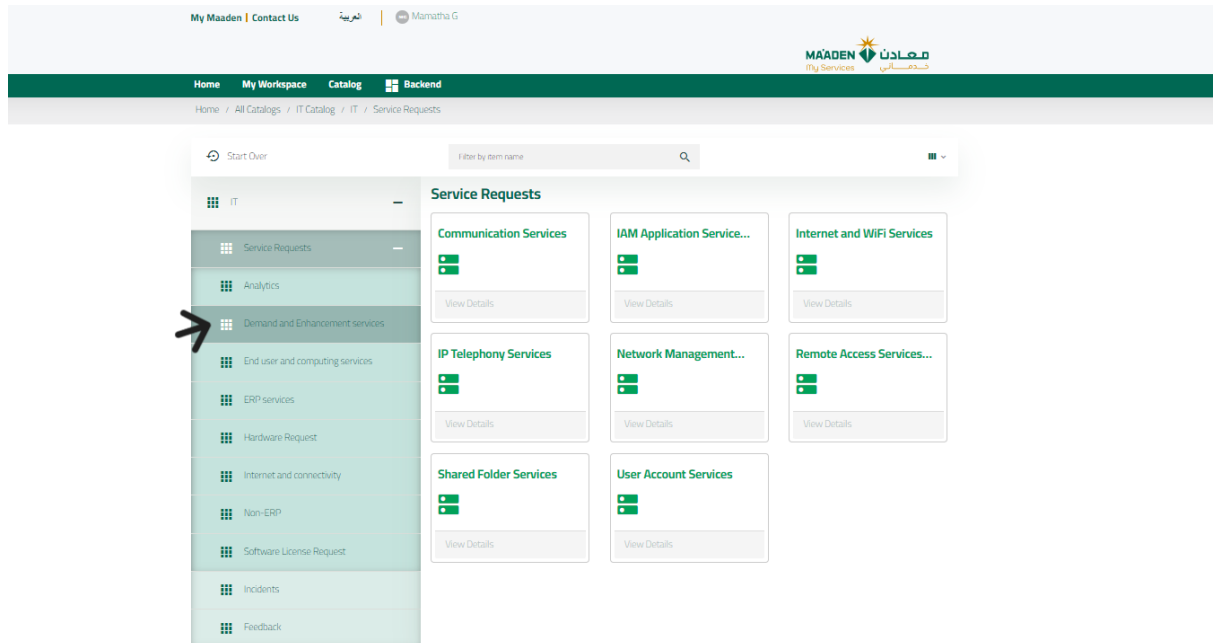
4. Click on IT + Button.



5. Click on Service Requests.



6. Click on Demand and Enhancement services.



7. Choose from the three according to your requirement:

- i. New report.
- ii. Enhancement existing report.
- iii. Application enhancement.

Applications and Report Enhancements Services

Reports Management Services

* Requester name

Mamatha G

Requester employee ID

Requester position

Support Consultant (DSI PI)

Requester department

ICT Line of Business Applications

Requester phone

Requester manager name

Requester manager email

Requester business group

IBM

* Request Type

-- None --

New Report

Enhance Existing Report

Application Enhancement

Attachment

Upload

Requester employee ID

Requester email

Requester manager position

Service Delivery Manager

Requester Cost Center

* Charge Code (Cost Center)


Submit

Required information

Request Type Charge Code (Cost Center) Requirements Details

8. Fill the form and in request details column:

- In Application Category choose **Line of Business Application (Non-ERP)** from dropdown Menu.
- In Applications choose **Hemaya** from dropdown Menu.
- Other option you can select based on your requirements.



Applications and Report Enhancements Services

Reports Management Services

* Requester name

Requester employee ID

Requester position

Requester email

Requester department

Requester manager position

Requester phone

Requester Cost Center

Requester manager name

Requester manager email

Requester business group

* Request Type

* Report Type

* Report Name

* Application Category

* Charge Code (Cost Center)

* Application

* Requirement Details

Attachment

Required information

9. After filling the form recheck the fields you can click on submit.