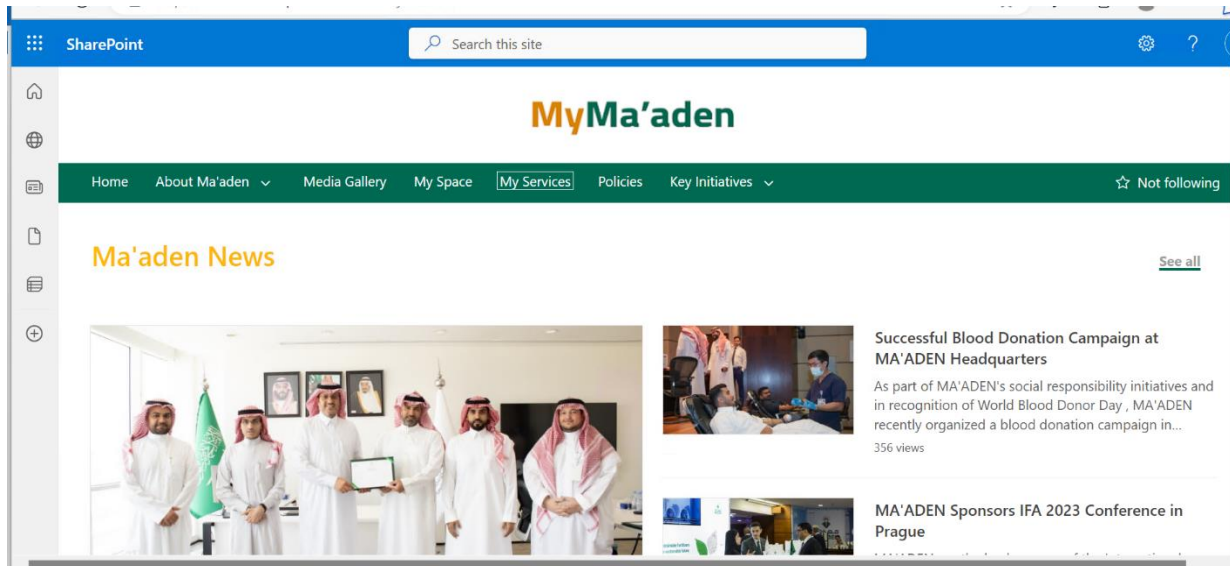
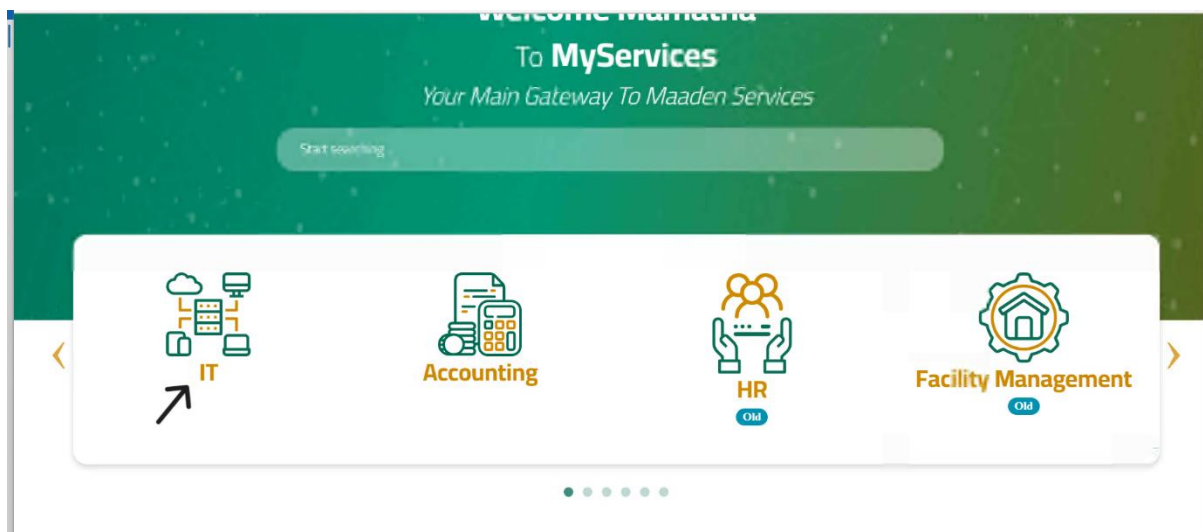


STEPS TO RAISE SERVICES REQUEST FOR HEMAYA

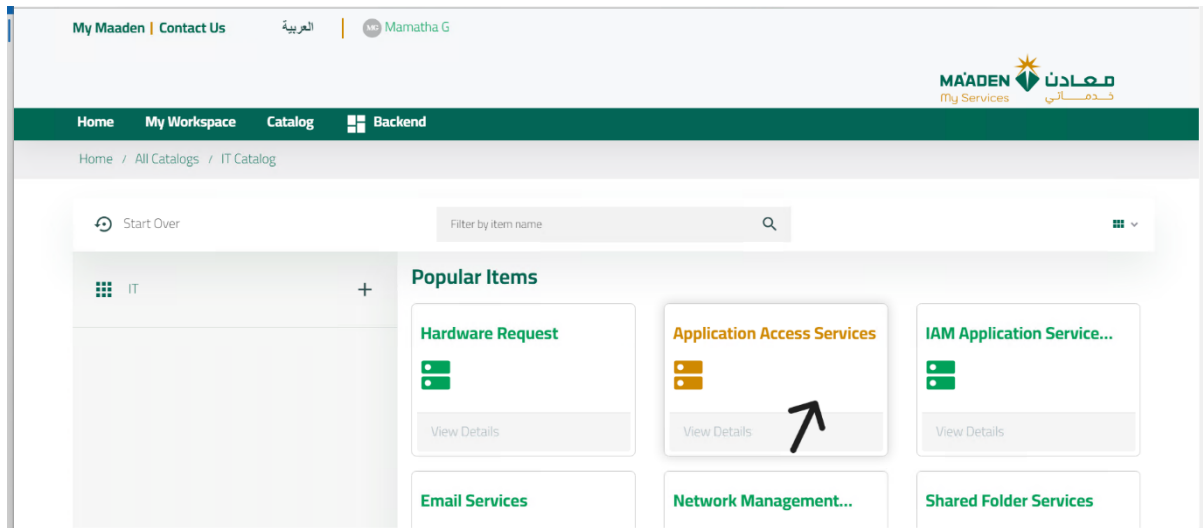
1. Login to My-Maaden Portal. (<https://my.maaden.com.sa/>)
2. Click on My Services Menu.



3. Click on IT Module.



4. Click on Application Access Services.



5. Select request Hemaya application access under Service Type drop down.

The screenshot shows a request form with various fields. The 'Service Type' dropdown menu is open, and 'Request Hemaya Application Access' is selected, indicated by an arrow. Other fields include 'Requester department' (ICT Line of Business Applications), 'Requester manager position' (Service Delivery Manager), 'Requester phone', 'Requester manager name', 'Requester manager email', 'Requester business group', 'Requester Cost Center', and 'Module-Access Types' (Incident Module). A 'Submit' button is visible on the right. A red asterisk and arrow point to the 'Request Description/Justification' field.

6. Select which module you want access under Module-Access Type drop down.

Requester department ICT Line of Business Applications	Requester manager position Service Delivery Manager
Requester phone [Redacted]	Requester Cost Center [Redacted]
Requester manager name [Redacted]	
Requester manager email [Redacted]	
Requester business group [Redacted]	
* Service Type Request Hemaya Application Access	* Module-Access Types Incident Module
* Request Description/Justification [Redacted]	
Attachment	

Submit

Required information
Request Description/Justification

7. Provide the information under the Section Request Description/Justification

Important note while providing description please mention what are modules do you need access and what level of access do you need like end user or power user access.

Requester department ICT Line of Business Applications	Requester manager position Service Delivery Manager
Requester phone [Redacted]	Requester Cost Center [Redacted]
Requester manager name [Redacted]	
Requester manager email [Redacted]	
Requester business group [Redacted]	
* Service Type Request Hemaya Application Access	* Module-Access Types Incident Module
* Request Description/Justification [Redacted]	
Attachment	

Submit

Required information
Request Description/Justification

8. Click on SUBMIT Button.