

User Manual



[WORK PERMIT PORTAL](#)

MALL OF MUSCAT | Sultanate Of Oman, Tel: +968 2401 4017, Email: info@mallofmuscat.com

1) Home

a) Visit <http://momcrm.com> or scan the below QR to access the work permit portal.



b) Home page looks like below

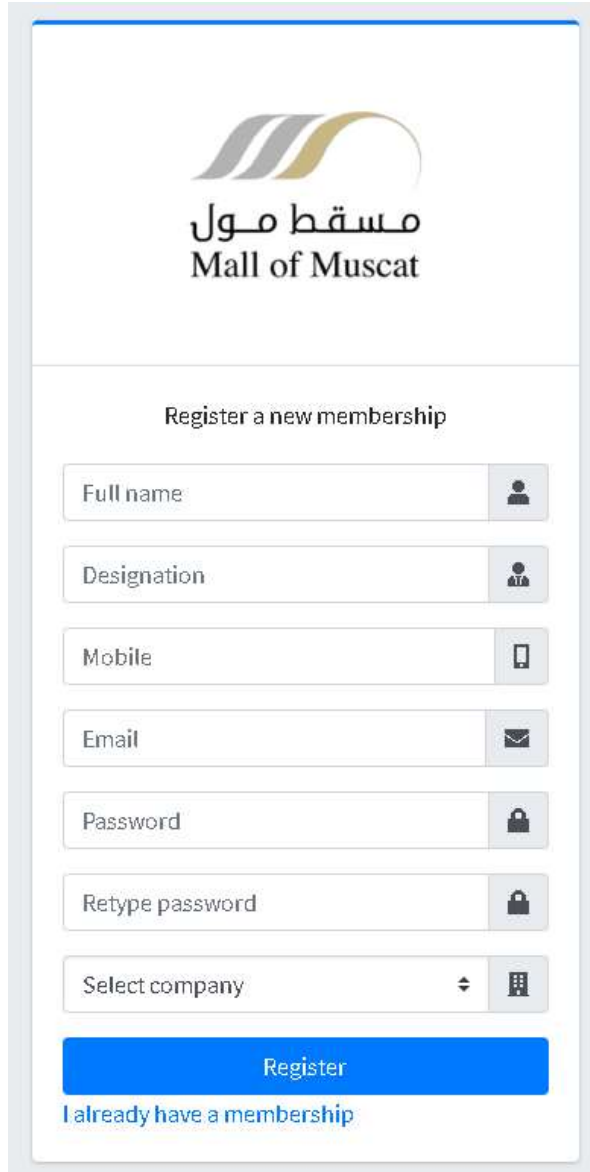
[LOGIN](#)[REGISTER](#)

مسقط مول
Mall of Muscat

Work Permit

2) Registration

- a) The user needs to fill the registration form shown below using this link
<http://momcrm.com/register>

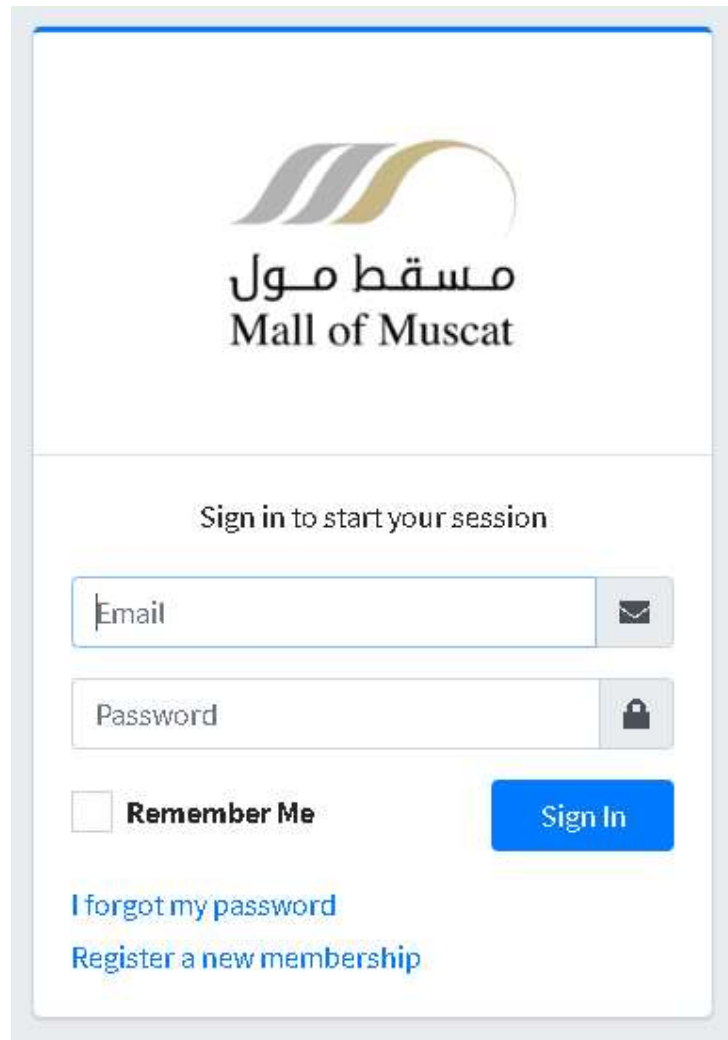


The image shows a registration form for the Mall of Muscat. At the top is the Mall of Muscat logo, which consists of a stylized 'M' in grey and gold, followed by the text 'مسقط مول' in Arabic and 'Mall of Muscat' in English. Below the logo is the heading 'Register a new membership'. The form contains several input fields, each with a corresponding icon on the right: 'Full name' (person icon), 'Designation' (person icon), 'Mobile' (mobile phone icon), 'Email' (envelope icon), 'Password' (lock icon), 'Retype password' (lock icon), and 'Select company' (dropdown arrow and building icon). At the bottom of the form is a blue 'Register' button and a link that says 'I already have a membership'.

- b) After submitting the registration form, the system will send the confirmation to your email address. MOM will review the information and will approve it to get access to the portal.

3) Login

- a) User can login to portal using the login screen <http://momcrm.com/login>



The screenshot displays the login interface for the Mall of Muscat. At the top, the logo features a stylized 'M' in grey and gold, with the text 'مسقط مول' in Arabic and 'Mall of Muscat' in English below it. The main heading reads 'Sign in to start your session'. There are two input fields: 'Email' with an envelope icon and 'Password' with a lock icon. A 'Remember Me' checkbox is located below the password field. A blue 'Sign In' button is positioned to the right of the 'Remember Me' checkbox. At the bottom, there are two links: 'I forgot my password' and 'Register a new membership'.

4) Dashboard

- After successful login, user will be directed to dashboard.
- There is a menu on the left side where the user can find the **Work Permit – Pending / Not Approved – Approved** options

5) Work Permit:

- Need to click the Work Permit New and the new work permit form will be open as shown below

Work Permit Form

Applicant: Hameed Hussain | اسم مقدم الطلب: | Designation: IT | الوظيفة:

Mobile: 13 | رقم الهاتف: | Email: bhhussain@gmail.com | البريد:

Company: abc | الشركة: | Brand: Please select | علامة تجارية:

Manager: Enter manager name | مدير المحل: | Contact: Enter manager name | اتصل:

Work Duration - مدة العمل:

Date From: dd-mm-yyyy | Date To: dd-mm-yyyy | Start Time: Please select | End Time: Please select

Work Category - ضع علامة على العمود:

☐ Carpentry - أعمال نجارة ☐ Fit Out - تشطيبات ☐ Painting - صقع ☐ Promotion - العروض ☐ Plumbing - سباكة ☐ Hot Work - أعمال لحام ☐ Electrical / HVAC - تكييف / كهرباء ☐ Stock Taking - المخزن ☐ Others - أخرى

Description of Work - وصف العمل:

Enter work description in detail

Contractor Details - بيانات المقاول:

Company: Enter company name | Person Name: Enter person name | Mobile Number: Enter mobile number | No. Workers: Enter number of workers

Upload: Choose File | No file chosen

Terms & Conditions:

1. Work permit requests should be submitted to the Mall Management at least 24 hours prior to the commencement of the work.
2. Work ID copy should be submitted to the security department to get access into the mall
3. Delivery of materials and all noisy works should be carried out after the mall trading hours only.
4. No material and shop fixtures to be left in the mall common areas.
5. All workers must follow the safety and security rules and regulations.
6. Please report to the security if any incident/damage to the property.
7. Responsible if in case of any damage in surrounding area.
8. For HOT work permits, valid fire extinguisher and first aid kit has to be stored at work place

I understand & accept all the responsibilities as explained in work permit terms and Conditions.

Save **Cancel**

- Need to fill all the mandatory fields.
- User can also upload the supporting document if any, maximum file size limit is 2 MB.
- Once it is completed successfully, the automatic confirmation will reach your email inbox.
- Once it is successfully submitted the work permit request will be in pending status.

- f) User can check the status of the request using the Pending / Not Approved option.

Work Permit [Add New](#)

ID	Date	Brand	Applicant	Mobile	Date From	Date To	Start Time	End Time	Status	Action
2020020222	28-12-2020 11:45 AM	JB Motors	Hameed Hussain	13	28-12-2020	28-12-2020	06:00 AM	07:00 AM	Not Approved	Edit / Delete
2020020221	28-12-2020 10:54 AM	JB Motors	Hameed Hussain	13	28-12-2020	28-12-2020	11:00 PM	12:00 PM	Pending	Edit / Delete
2020020220	28-12-2020 10:36 AM	JB Motors	Hameed Hussain	13	28-12-2020	28-12-2020	11:00 PM	01:00 AM	Pending	Edit / Delete
2020020210	25-12-2020 07:05 PM	JB Motors	Hameed Hussain	94852333	25-12-2020	25-12-2020	12:00 PM	03:00 AM	Not Approved	Edit / Delete
ID	Date	Brand	Applicant	Mobile	Date From	Date To	Start Time	End Time	Status	Action

Showing 1 to 4 of 4 entries

Previous [1](#) Next

- g) MOM will review your request and approve it.
- h) If more information required by MOM, then the status will be changed from pending to not approved.
- i) User can edit the same work permit request using the edit option available on the right side below the action header to give more information to MOM.
- j) Once it is approved by MOM then the work permit request will be moved into the approved section.

6) Change Password:

- a) User can change the password using the change password option available at the top right corner show below.

Home [Change Password](#) [Logout](#)

Change Password

Current Password

New Password

New Confirm Password

[Update Password](#)

- 7) For any clarification, please email us at it@mallofmuscat.com.

Note: To maintain the high standard security, we have restricted access outside Oman. Hence, VPN should be disabled before access the portal.

Thank you