Version 1.0

User Manual

Mall of Muscat

WORK PERMIT PORTAL

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

1) <u>Home</u>

    a) Visit http://momcrm.com or scan the below QR to access the work permit portal.
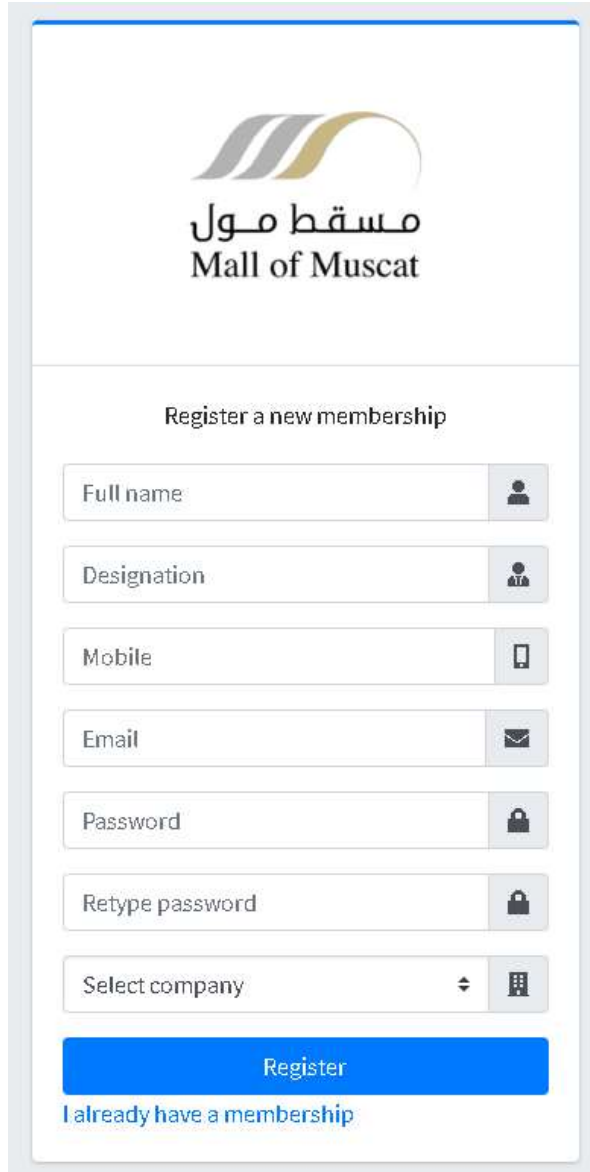
    b) Home page looks like below

LOGIN   REGISTER

مـــســقـط مـــول
Mall of Muscat

Work Permit

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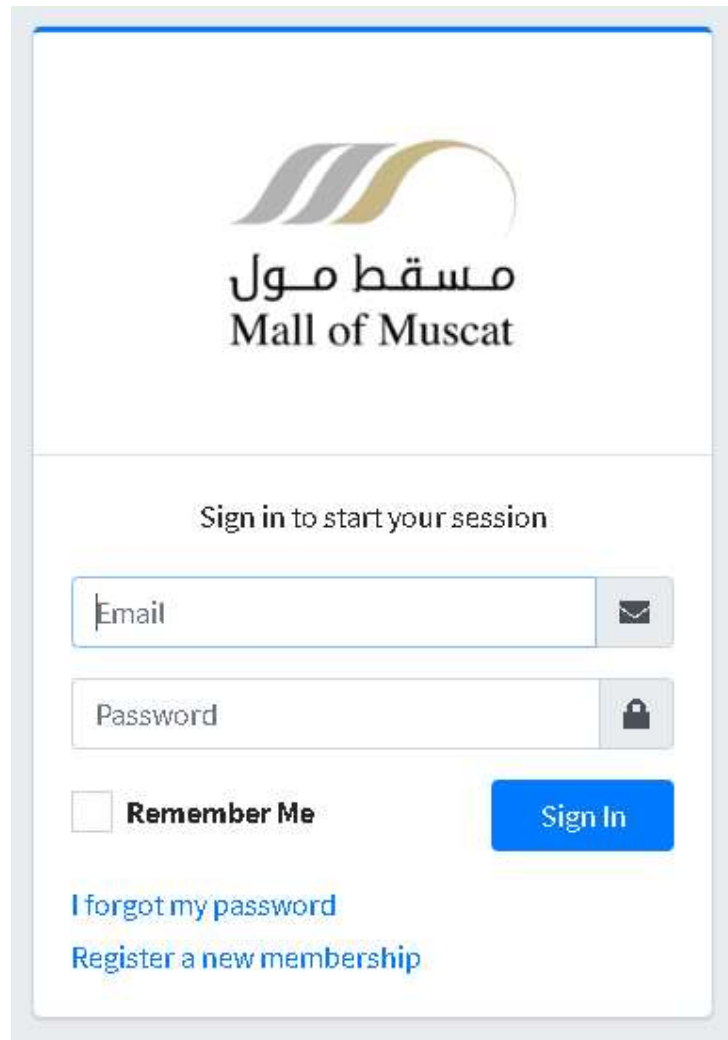   http://momcrm.com/register

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

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

5) Work Permit:
   a) Need to click the Work Permit New and the new work permit form will be open as shown below

   b) Need to fill all the mandatory fields.
   c) User can also upload the supporting document if any, maximum file size limit is 2 MB.
   d) Once it is completed successfully, the automatic confirmation will reach your email inbox.
   e) 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.

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.

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