Port Gate Pass
User Manual

User Manual

Roles
Description

1. Roles Description

1. Super Administrator

a. Users
  i.   Search users
  ii. Create/Modify user
  iii. Reset user password
  iv. Assign/Revoke roles to any user

b. Gate Pass Applications
  i.   Search applications
  ii. Create new Gate Pass application
  iii. Delete Gate Pass application
  iv. Modify Gate Pass applications
       (with pending status only)
  v.   Print Gate Pass
  vi. Export application via EXCEL file

2. Port Authorities

have the same privileges as 'Super Administrator'
except Delete

3. Security Officers

a. Gate Pass Applications
  i.   Search applications
  ii. Print Gate Pass
  iii. Export application via EXCEL file

4. Royal Oman Police Administrator

a. Users
  i.   Create/Modify user of
       (Royal Oman Police role only)
  ii. User listing of (Royal Oman Police role only)
  iii. Reset user password of
       (Royal Oman Police role only)

b. Gate Pass Applications
  i.   Search applications
  ii. Approve/Reject Applications
  iii. Export application via EXCEL file

5. Royal Oman Police

a. Gate Pass Applications
  i.   Search applications
  ii. Approve/Reject Applications
  iii. Export application via EXCEL file

6. Applicant/Tenant/Service Provider

a. User can apply for Gate Pass application
   using web interface

b. User can cancel an active Gate Pass
   previously applied by him

c. User can take print out of Temporary Gate Pas

Applicant

2. Applicant

Q1 - How to login?

1. Open the login URL
2. Select type 'Port' from the dropdown item
3. Enter your credentials and press 'Sign in' button

Online Gate Pass

Login	
Please use below form to sign in	
Freezone/Port	Port
Username	tenant
Password	·········

Sign in

User is fully responsible for the confidentiality of their Username and Password. Forgot password? click here to reset your password

Figure 1

Q2 - How Apply for Port Gate Pass?

1. Login
2. Fill the 'Online Gate Pass' form
3. Submit the application

Online Gate Pass   **Application's History**

Apply online for a GATE PASS to enter the Port. This will allow faster transactions and approval. If you'd like some assistance to complete the below form, please refer to our User Guide here

تقدم للحصول عبر الانترنت على تصريح يخوّلك الدخول إلى الميناء. من شأن ذلك تسريع المعاملات والحصول على الموافقات بكل يسر وسهولة. في حال أردت المساعدة لتعبئة الاستمارة أدناه، يرجى مراجعة دليل المستخدم هنا

Pass type نوع التصريح	-- Select Type --
Pass Starting date تاريخ طلب التصريح	[date] Validity period مدة الزيارة -- Select Duration --
Pass for المستفيد من التصريح	-- Select --
Organization/Host Organization المؤسسة/المؤسسة المستضيفة	50 characters max.
Full Name of Pass Holder الاسم الكامل لحامل التصريح	
Telephone هاتف	
Email البريد الإلكتروني	
Identification بطاقة التعريف	Resident
ID or passport Number of Pass Holder رقم الهوية أو جواز السفر لحامل التصريح	
Copy of Civil ID نسخة من البطاقة الشخصية	Choose File no …ted (jpg, gif, png) max 1MB

Submit / إرسال

Figure 2

Q3- What are guidelines to fill Gate Pass application form?

Following are the guidelines for the form input (Figure 2):

1. Select Pass Type Permanent or Temporary

  a. Permanent Pass

    i. **Validity period** will be from six months to two (2) years

    ii. Passport sized photo of pass holder is required for any duration

  b. Temporary Pass

    i. **Validity period** will be from one (1) day to three (3) months

    ii. Passport sized photo of pass holder is required for the duration more than ten (10) days

    iii. An instant download link/email attachment will available for duration less than ten (10) days

2. Pass Starting date is the effective start date for the pass

3. A tenant can apply a Pass for Service Provider/Visitor/Employee

4. Identification type is must be Resident/Non Resident

  a. Residents need to provide numeric ID number along with photo of Civil ID

  b. Non-residents need to provide the Passport number along with its photo

5. If Identification type is Non-Residents then passport size photo is compulsory

Q4 - How Apply for Port Gate Pass?

1. Login to the system
2. On the top right corner of the page there is link "Application history", by clicking on the link a pop will appear displaying application **History/Status**

Online Gate Pass

Apply online for a GATE PASS to enter the Port. This will allow faster transactions and approval. If you'd like some assistance to complete the below form, please refer to our User Guide here

تقدم للحصول عبر الانترنت على تصريح يخوّلك الدخول إلى الميناء. من شأن ذلك تسريع المعاملات والحصول على الموافقات بكل يسر وسهولة. في حال أردت المساعدة لتعبئة الاستمارة أدناه، يرجى مراجعة دليل المستخدم هنا

Pass type نوع التصريح	-- Select Type --		
Pass Starting date تاريخ طلب التصريح		Validity period مدة الزيارة	-- Select Duration --
Pass for المستفيد من التصريح	-- Select --		

Figure 3

Q4 - How Apply for Port Gate Pass? CONTD.

3. Below popup will appear, with displaying your last ten (10) applications

Last 10 Applications's History
Export All Applications

				Legend عنوان	Pending في الانتظار	Approved موافقة	Rejected رفض	Expired	Cancelled
Date التاريخ	**Pass Number** رقم بطاقة المرور	**Type** نوع المرور	**Holder** الاسم الكامل لحامل التصريح		**Company** الشركة			**ACTION**الإجراء المتخذ	
Nov 14, 2016	0030669-20161114-20161114	Temporary مؤقت	Bert		ABC Company				
Nov 14, 2016	0030584-20161115-20161115	Temporary مؤقت	Shihab		ABC Company				
Nov 14 2016	0030580-20161115-20161115	مؤقت	Imtiaz		ABC Company			Print Request cancellation	
Nov 14, 2016	N/A	Temporary مؤقت	Imran		ABC Company				
Nov 14, 2016	N/A	Permanent دائم	Sameer Bhut		ABC Company				
Nov 14, 2016	N/A	Temporary مؤقت	Habib Gul		ABC Company				
Nov 10, 2016	N/A	Temporary مؤقت	khan		ABC Company				
Nov 10, 2016	N/A	Temporary مؤقت	Imran Khan		ABC Company DEF Company GHI Company				
Nov 10, 2016	N/A	Permanent دائم	Muhammed Ansari		ABC Company				
Nov 10, 2016	N/A	Temporary مؤقت	**Abdul Aziz**		ABC Company				

Close

Figure 4

4. To **cancel** the active Gate Pass, click on **'Request Cancellation'.** Upon your confirmation the requested Gate Pass will be cancelled with immediate effect.

Q5 - How to cancel an active Gate Pass?

Please refer to question 4-4

Q5 - How to take print of Temporary Pass

There are two ways you can take print out of a Temporary Gate Pass

1. Whenever your Temporary gate pass is approved you will receive an email notification along with attached Gate Pass. Download that attachment and take print out.

2. There are some cases when Temporary Gate Pass will be approved instantly, in such case a download link will be provided on Thank You page.

Thank you

We have processed your request, and your gate pass has been emailed to you. Alternatively, you can download it here.

Note: Download link valid for single use only, and will expire in 5 minutes.

Figure 5

Sohar Port Authority

3. Sohar Port Authority

1. How to login?
2. User
   a. How to create user?
   b. How to modify a user?
3. Gate Pass Application
   a. How to create/modify new application?
   b. How to take print out of Gate Pass
4. How to export application to excel?

Q1 - How to login?

1. Open the login URL
2. Enter your credentials and press 'Sign in' button (manager/changeme)

Please use below form to sign in

| Username | |
| Password | |

Submit

Forgot password? click here

Figure 6

Q2/A - How to create user?

1. Do login
2. Click on 'Users > New User'
3. Provide unique username and select a Role and create user

NEW USER

Please fill in the following information

Username:

Role:
- [ ] **Port Authority** إدارة الميناء   [ ] **Royal Oman Police Admin**
- [ ] **Royal Oman Police** شرطة عمان السلطانية
- [ ] **Security Officers** مسؤولو الأمن
- [ ] **Service Provider** مزود الخدمة   [ ] **Tenant** المستأجر

New Password:

Confirm New Password:

Manager: -- Select --

Name:

(max 30 characters)

Email:

Company:

(max 30 characters)

Website:

Profile:

Status: ◯ Active ◯ Inactive

[ ] Send user log-in via email

Create User

Figure 7

Q2/B - How to modify user or reset user password?

1. Do login
2. Click on 'Users > User List' or use search to find the desired user
3. Click edit icon against the desired user as show in the picture
4. Modify user information in the form (Figure 7)
5. To **reset the password** enter new password or leave it blank if you don't want to change it
6. To **block/unblock** a user simply select Active/Inactive and press the button

USERS
المستخدمين

SEARCH بحث

| Role الوظيفة | Administrator | Search Type نوع البحث | Name | Search phrase جملة البحث | | Find بحث |

USER LIST قائمة المستخدمين   ADD NEW أضف طلباً جديداً   EXPORT TO EXCEL إرسال إلى ملف إكسل

Page 1 of 9 الصفحة | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | جميع الصفحات All المجموع Total:90 صفحة Page سجل / الصفحة Record/Page 10

ROLE الوظيفة	NAME الاسم	USERNAME اسم المستخدم	EMAIL البريد الإلكتروني	COMPANY الشركة	STATUS الحالة	EDIT تحديث	
	Salima Al Harthy	OMF - 4	taimoor@zed-communications.com	Sohar Flour Mills	Active	☑	☐
	Salima Al Harthy	OFM - 4	taimoor@zed-communications.com	Sohar Flour Mills	Active	☑	☐
Tenant المستأجر	Salima Al Harthy	OFM - 3	taimoor@zed-communications.com	Sohar Flour Mills	Active	☑	☐
Tenant المستأجر	Khamis Al Adawi	MISC - 5	khamis.adawi@miscoman.com	Majis Industrial Services Company	Active	☑	☐
Tenant المستأجر	Fatma Al Kalbani	MISC - 4	fatma.Al-Kalbani@miscoman.com	Majis Industrial Services Company	Active	☑	☐
Tenant المستأجر	SIUCI Security	SIUCI - 1	siucisecurity@omantel.net.om	Sohar International Urea & Chemical Industries (SIUCI)	Active	☑	☐
Tenant المستأجر	Said Abdullah Al Alawi	STOMO - 5	Said.Abdullah@stomo.com.om	Suez-Tractebel Operation and Maintenance Oman STOMO	Active	☑	☐
Tenant المستأجر	Hisham ALNOOBI	OFM - 2	hisham@omanflourmills.com	Sohar Flour Mills	Active	☑	☐
Tenant المستأجر	Eyad Raidan	SFM - 1	eyadraidan@soharflourmills.com	Sohar Flour Mills	Active	☑	☐
Tenant المستأجر	Noora Mohammed Al Balushi	SEU - 5	seu.secretariat@gmail.com	Sohar Environmental Unit	Active	☑	☐

Delete / حذف

Page 1 of 9 الصفحة | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | جميع الصفحات All

Figure 8

Q3/A - How to modify/create Gate Pass application?

1. Do login
2. Click on 'Application > New Application' or use search to find the desired application for modification
3. Click view icon against the desired application to view the details then press modify button as show in the figure 9
   (note: An approved/rejected application cannot be modified)
4. Fill or update the form as shown in figure 10

GATE PASS APPLICATION   ×

Pass Type: Temporary مؤقت	**Pass For:**Visitor زائر	**Identification:**Non-Resident غير مقيم
Applied on **Nov 16, 2016** by **Shadeed gatepass**	Status : **Pending**	

Full Name of Pass Holder الاسم الكامل لحامل التصريح	Abdul Hameed	
ID or passport Number of Pass Holder رقم الهوية أو جواز السفر لحامل التصريح	02020202 Copy of Passport نسخة من جواز السفر	
Validity period مدة الزيارة	Nov 17, 2016 - Nov 17, 2016 One Day	
Organization/Host Organization المؤسسة/المؤسسة المستضيفة	ABC Logistics	
Other Documents ملفات أخرى	View	
Telephone هاتف	0000000	
Email البريد الإلكتروني	info@abclogistics	

Close   Modify   Approve   Reject   Delete

Figure 9

NEW GATE PASS

Please fill in the following information

Pass Type نوع التصريح	-- Select Type --
Validity Period مدة الزيارة	-- Select Duration --
Pass Starting Date تاريخ طلب التصريح	
Pass For المستفيد من التصريح	-- Select --
Organization/Host Organization المؤسسة/المؤسسة المستضيفة	50 characters max.
Full Name of Pass Holder الاسم الكامل لحامل التصريح	
Telephone هاتف	
Email البريد الإلكتروني	
Identification بطاقة التعريف	Resident
ID or passport Number of Pass Holder رقم الهوية أو جواز السفر لحامل التصريح	
Copy of Civil ID نسخة من البطاقة الشخصية	Choose File no file selected (jpg, gif, png) max 1MB
Passport-sized Photo with a blue background صورة بازي الرسمي مع خلفية زرقاء	Choose file (jpg, gif, png) max 1MB

Submit / إرسال

Figure 10

Q3/B - How to take print out of Gate Pass?

1. Do login
2. Click on 'Application > Application List' or use search to find the desired application for printing
3. Click view icon against the desired application to view the details then press print button as show in the figure 11

GATE PASS APPLICATION   ×

Pass Type: Temporary مؤقت	**Pass For:**Visitor زائر	**Identification:**Non-Resident غير مقيم

Applied on **Nov 16, 2016** by **Shadeed gatepass**	Status : **Pending**

Full Name of Pass Holder الاسم الكامل لحامل التصريح	Abdul Hameed	
ID or passport Number of Pass Holder رقم الهوية أو جواز السفر لحامل التصريح	02020202 Copy of Passport نسخة من جواز السفر	
Validity period مدة الزيارة	Nov 17, 2016 - Nov 17, 2016 One Day	
Organization/Host Organization المؤسسة/المؤسسة المستضيفة	ABC Logistics	
Other Documents ملفات أخرى	View	
Telephone هاتف	0000000	
Email البريد الإلكتروني	info@abclogistics	

Close   Delete   Print Gate Pass

Figure 11

Q4 - How to export application to excel?

1. Click 'Applications > List Applications' Search the application using different parameters and press the "Export To Excel"

Royal
Oman Police
(Manager)

4. Royal Oman Police (Manager)

1. How to login?
2. User
    a. How to create Royal Oman Police user?
    b. How to modify a Royal Oman Police user?
3. Gate Pass Application
    a. How to approve/reject an application?
4. How to export application to excel?

Q1 - How to login?

1. Open the login URL
2. Enter your credentials and press 'Sign in' button (manager/changeme)

Figure 12

Q2/A - How to create Royal Oman Police user?

1. Do login
2. Click on 'Users > New User'
3. Provide unique username and select a Role and create user

NEW USER

Please fill in the following information

Username:	
Role:	☐ **Royal Oman Police** شرطة عمان السلطانية
New Password:	
Confirm New Password:	
Manager:	-- Select --
Name:	
	(max 30 characters)
Email:	
Company:	
	(max 30 characters)
Website:	
Profile:	
Status:	○ Active ○ Inactive
	☐ Send user log-in via email

Create User

Figure 13

Q2/B - How to modify a Royal Oman Police user?

1. Click on 'Users > User List' or use search to find the desired user
2. Click edit icon against the desired user as show in the picture
3. Modify user information in the form figure 13
4. To reset the password enter new password or leave it blank if you don't want to change it
5. To block/unblock a user simply select Active/ Inactive and press the button

USERS
المستخدمين

SEARCH بحث

الوظيفة Role	Royal Oman Police Admin	Search Type نوع البحث	Name	Search phrase جملة البحث		Find بحث

USER LIST قائمة المستخدمين   ADD NEW أضف طلبا جديدا   EXPORT TO EXCEL ارسال إلى ملف ايكسل

| الصفحة Page 1 of 1 | جميع الصفحات All | | | صفحة المجموع Total:4 Page | 1 | سجل / الصفحة Record/Page | 10 |

ROLE الوظيفة	NAME الاسم	USERNAME اسم المستخدم	EMAIL البريد الإلكتروني	COMPANY الشركة	STATUS الحالة	EDIT تعديل	☐
Royal Oman Police Admin	ROP1	Sohar	email@email.com	ROP	Active	☑	☐
Royal Oman Police Admin	ROP2	Oman	email@email.com	SOHAR Port and Freezone Company	Active	☑	☐
Royal Oman Police Admin	Royal Oman Police 1	rop-3	email@email.com	ROP	Active	☑	☐
Royal Oman Police Admin	Royal Oman Police Administrator	rop-admin	email@email.com		Active	☑	☐

Delete / حذف

Figure 14

Q3/A - How to approve/reject an application?

1. Do login
2. Click on 'Application > Application List'
   or use search to find the desired application
   for printing
3. Approve Application
   a. Click view icon against the desired
      application to view the details then
      press Approve button
   b. It will open the comment box, enter
      comments and then press again
      "Approve" button
4. Reject Application
   a. Click view icon against the desired
      application to view the details then press
      "Reject" button
   b. It will open the comment box and rejection
      reason, select a reason for rejection provide
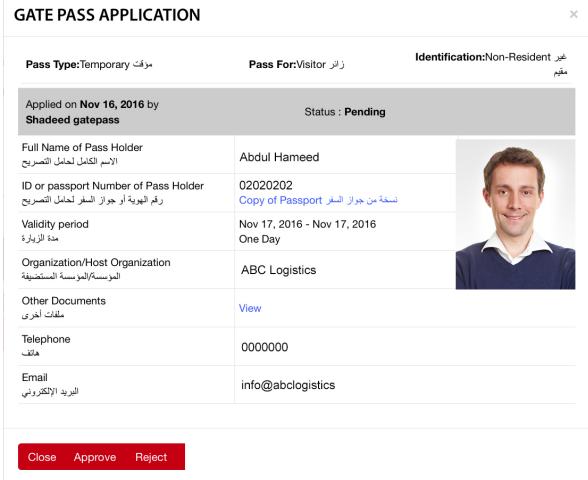   comments and press "Reject" button

Figure 15

Figure 15

Q4 - How to export application to excel?

1. Click 'Applications > List Applications' Search
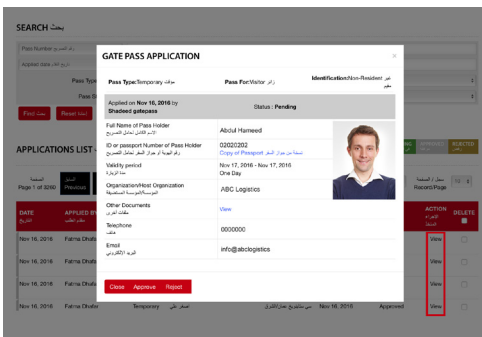   the application using different parameters and
   press the "Export To Excel"

Royal
Oman Police

5. Royal Oman Police

1. How to login?
2. How to approve/reject an application?
3. How to export application to excel?

Q1 - How to login?

1. Open the login URL
2. Enter your credentials and press 'Sign in' button (manager/changeme)

Figure 16

Q2 - How to approve/reject an application?

1. Do login
2. Click on 'Application > Application List'
   or use search to find the desired application
   for printing
3. Approve Application
   a. Click view icon against the desired
      application to view the details then
      press Approve button
   b. It will open the comment box, enter
      comments and then press again
      "Approve" button
4. Reject Application
   a. Click view icon against the desired
      application to view the details then press
      "Reject" button
   b. It will open the comment box and rejection
      reason, select a reason for rejection provide
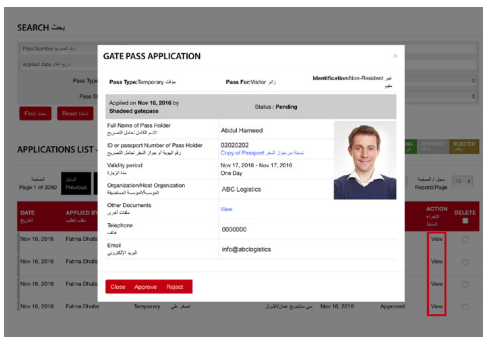   comments and press "Reject" button

Figure 17

GATE PASS APPLICATION

Pass Type: Temporary مؤقت	**Pass For:**Visitor زائر	**Identification:**Non-Resident غير مقيم

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Other Documents ملفات أخرى	View
Telephone هاتف	0000000
Email البريد الإلكتروني	info@abclogistics

Close   Approve   Reject

Figure 17

Q3 - How to export application to excel?

1. Click 'Applications > List Applications' Search
   the application using different parameters and
   press the "Export To Excel"

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User Manual