



User Manual – Electronic Appointment Self-Service Platform

2025 July 27

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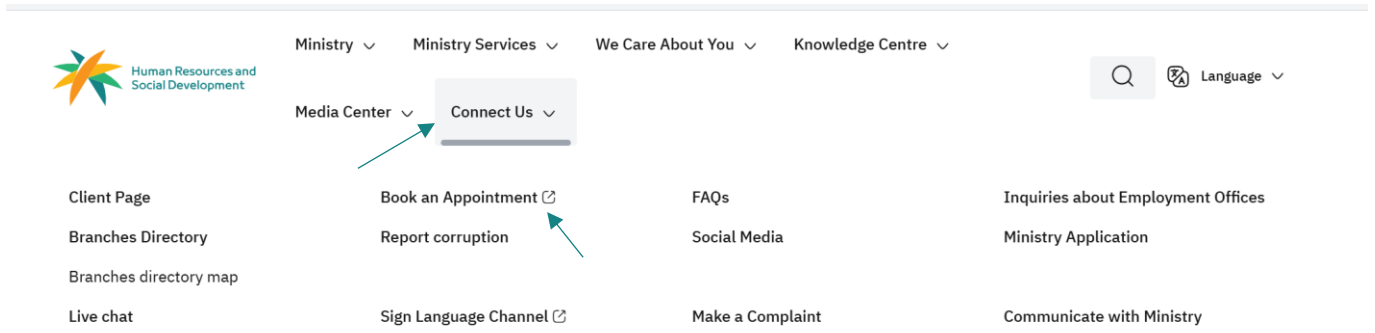
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This Manual aims to guide you on how to use the self-service platform for appointments, include booking, modifying, and cancelling appointments.

General Steps to use the platform

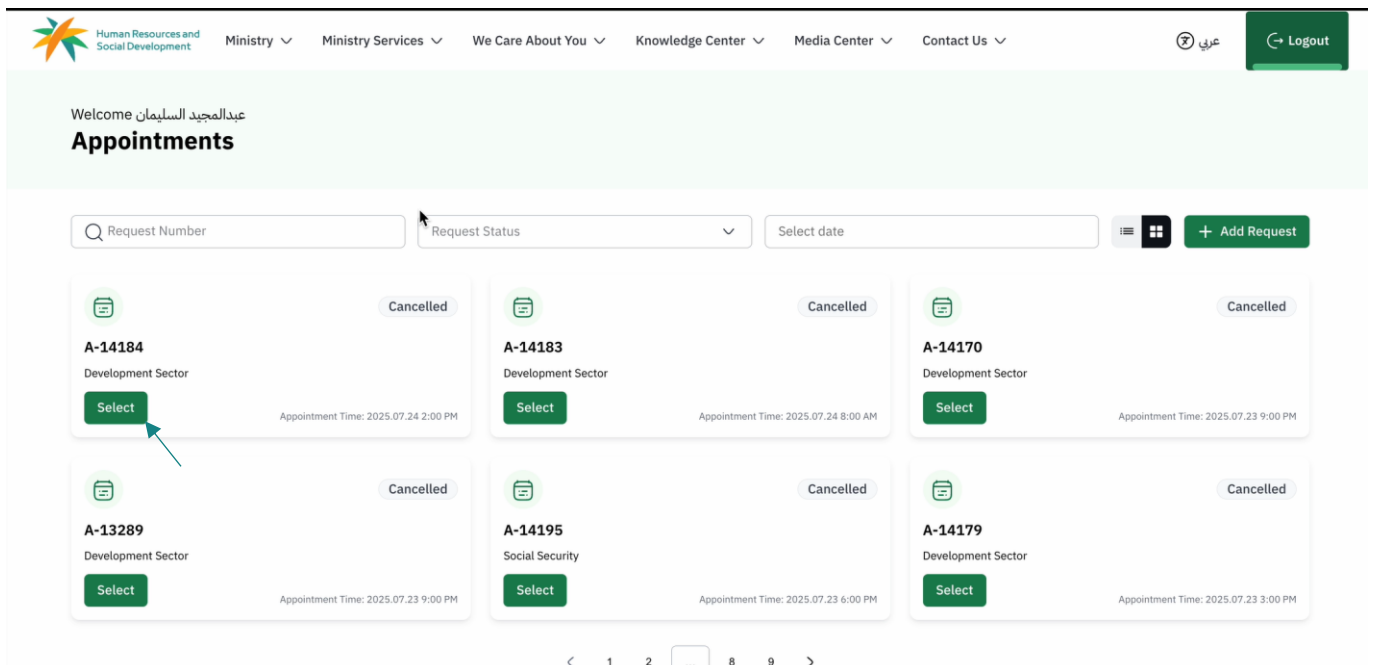
1.1 Accessing the appointment Section

- From the homepage, look for the "Connect Us" icon.
- Click on "Book an Electronic Appointment".



1.2 Viewing Current Appointments

- You will be directed to the "Appointments" page.
- You can view your current appointments.
- To see details of a specific appointment, click the "Select" button next to it.



1.3 Appointment Details

- After clicking "Select", you'll be taken to the "Appointment Details" page.

This page contains detailed information about the appointment, such as:

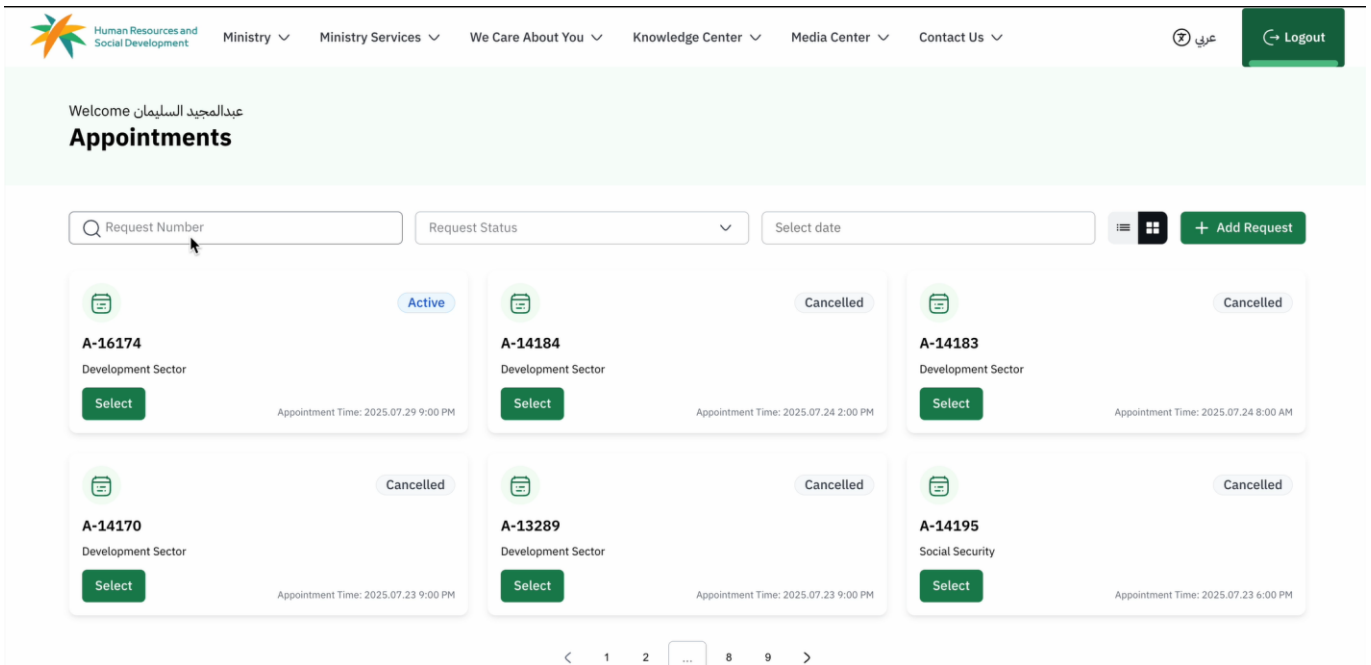
- Sector
- Region
- City
- Branch
- Date and time of the appointment
- Requested service

The screenshot shows the 'Appointment Details' page for appointment A-16174. The page header includes the logo for 'Human Resources and Social Development' and navigation links for 'Ministry', 'Ministry Services', 'We Care About You', 'Knowledge Center', 'Media Center', and 'Contact Us'. There is also a language selector for 'عربي' and a 'Logout' button. The appointment ID 'A-16174' is prominently displayed, along with its status 'Active'. The main content area is titled 'Appointment Details' and contains a grid of information cards:

Sector Development Sector	Region Najran
City Ad Dawas	Branch test sector manager create branch
Appointment date 2025-07-29	Appointment Time 21:00 - 22:00
Email silyas@iinnovationteam.com	Phone Number 0568497980

1.4 Search and Filter Appointments

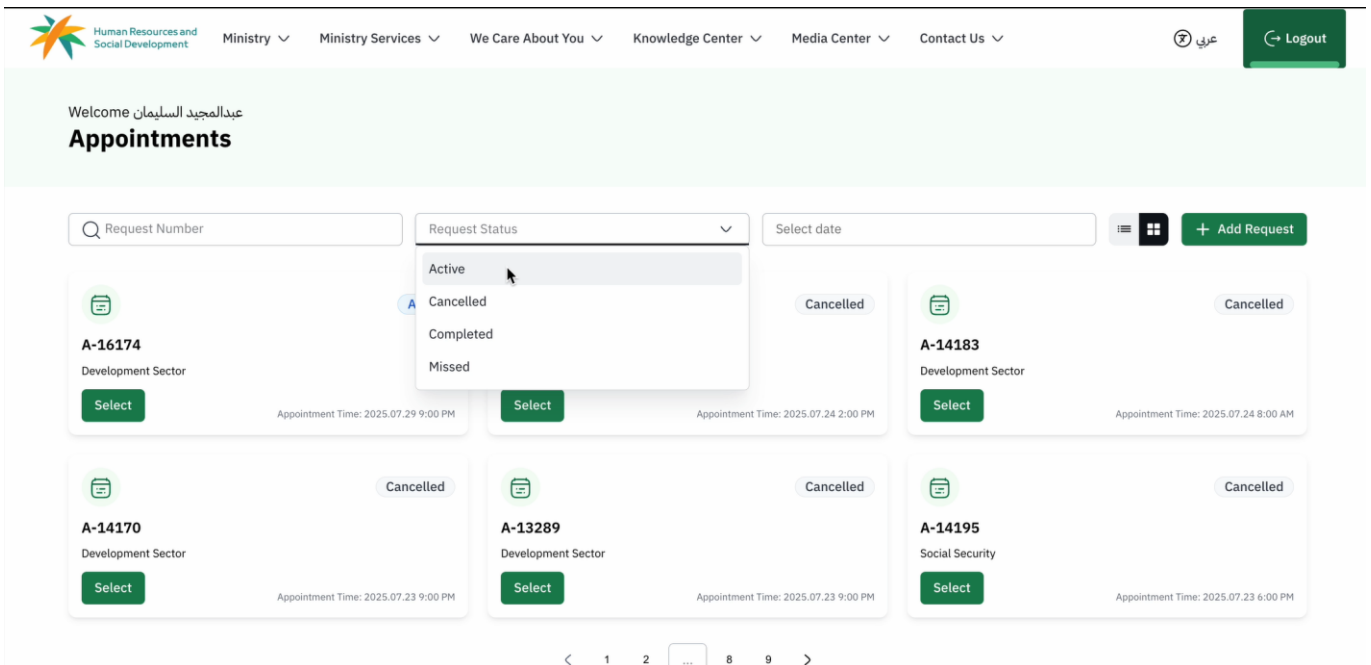
- To search for a specific appointment, you can enter the request number in the search field.



The screenshot shows the 'Appointments' page with a search bar labeled 'Request Number' and a dropdown menu for 'Request Status'. The page displays a grid of appointment cards. Each card includes a request number, sector, and appointment time. The status of each appointment is indicated by a label: 'Active', 'Cancelled', or 'Missed'. A 'Select' button is present on each card. The page also features a navigation bar with various menu items and a 'Logout' button.

Request Number	Sector	Appointment Time	Status
A-16174	Development Sector	2025.07.29 9:00 PM	Active
A-14184	Development Sector	2025.07.24 2:00 PM	Cancelled
A-14183	Development Sector	2025.07.24 8:00 AM	Cancelled
A-14170	Development Sector	2025.07.23 9:00 PM	Cancelled
A-13289	Development Sector	2025.07.23 9:00 PM	Cancelled
A-14195	Social Security	2025.07.23 6:00 PM	Cancelled

- To filter appointments by request status, click the "Request Status" dropdown menu and choose the desired status (such as "Active", "Completed", "Canceled", "Missed").



This screenshot shows the 'Appointments' page with the 'Request Status' dropdown menu open. The dropdown menu lists the following options: 'Active', 'Cancelled', 'Completed', and 'Missed'. The 'Active' option is currently selected. The rest of the page, including the search bar and the grid of appointment cards, remains the same as in the previous screenshot.

- To filter appointments by date, click on the "Select Date" field and choose the desired date from the calendar.

The screenshot shows the 'Appointments' page with a search bar containing 'Request Number', a dropdown menu set to 'Active', and a 'Select date' field. A calendar for July 2025 is displayed, with the date 28 circled. A green arrow points to the 'Select date' field. Below the search bar, there is a card for appointment A-16174 in the Development Sector, with an appointment time of 2025.07.29 9:00 PM and a 'Select' button. At the bottom, there are sections for 'Legal and Policy Documents', 'General Links & Information', 'Data & Strategies', 'Important Links', and 'We follow on'.

1.5 Adding a New Appointment

- To add a new appointment, click the "Add Request" button located in the upper-left corner of the "Appointments" page.

The screenshot shows the 'Appointments' page with a search bar containing 'Request Number', a dropdown menu set to 'Request Status', and a 'Select date' field. A green arrow points to the '+ Add Request' button. Below the search bar, there is a grid of six appointment cards, each with a 'Cancelled' status and a 'Select' button. The cards are for appointments A-14184, A-14183, A-14170, A-13289, A-14195, and A-14179. At the bottom, there is a pagination bar with the number 8 highlighted.

Step-by-Step Appointment Details (5 Steps):


1.5.1 Step 1: Which sector does your appointment relate to?

A page will appear to let you select the sector.

Choose the appropriate sector for your appointment (e.g., “Development Sector”, “Social Security”, or “Labor”).

Click the “Select” button for the sector you wish to book an appointment with.


In Which sector your appointment related to ?



Social security

The sector is concerned with providing services to social security ben ...


[Read more](#)



Support services

The sector is concerned with providing services to individuals with di ...

[Read more](#)



Labour

Labour

Stopped please use Qiwa in <https://sso.qiwa.sa/ar/> ... [Read more](#)


1.5.2 Step 2: Branch Details

After selecting the services, you will be directed to the “Branch Details” page.

Select the **region**, then the **city**, and then the **branch** that is most convenient for you from the dropdown menus.

Enter your **mobile number** and **email address**.

Click the “Next” button to proceed.

 Human Resources and Social Development

Ministry ▾ Ministry Services ▾ We Care About You ▾ Knowledge Center ▾ Media Center ▾ Contact Us ▾

عربي

Appointments > Add Appointment

Add Appointment

1 Sector details
The appropriate sector is selected


2 Branch details
Fill out the branch data you are targeting

3 Required Services
Select the service

4 Date and time
Set the time and date of the appointment

5 Appointment Summary

Branch details

 **Sector**
Development Sector

Region *

City *

Branch *

Phone Number *

Email *

7

مقيّد Classification: Strict

1.5.3 Step 3: Required Services

In this step, you will specify the services you need.

- Select the **main service** from the first dropdown menu.
- Select the **sub-service** from the second dropdown menu.
- Select the **reason for the appointment** from the third dropdown menu.

To add the service, click the “Add” button.

You can add up to a maximum of **five services** in one appointment.

After adding all required services, click the “Next” button.

The screenshot shows the 'Add Appointment' form with a progress indicator on the left. The progress indicator has five steps: 1. Sector details (checked), 2. Branch details (checked), 3. Required Services (current step, highlighted with a green circle), 4. Date and time, and 5. Appointment Summary. The 'Required Services' section contains three dropdown menus: 'Service *', 'Sub Service *', and 'Appointment Reason *'. The 'Service' dropdown is currently set to 'Service', 'Sub Service' is set to 'Sub Service', and 'Appointment Reason' is set to 'Appointment Reason'. There is a green 'Add' button next to the 'Appointment Reason' dropdown. Below the dropdowns are two buttons: a green 'Previous' button and a grey 'Next' button. The top navigation bar includes the logo for 'Human Resources and Social Development', a search icon, and links for 'Ministry', 'Ministry Services', 'We Care About You', 'Knowledge Center', 'Media Center', and 'Contact Us'. There is also a 'Logout' button in the top right corner.

1.5.4 Step 4: Date and Time

On this screen, you can select the date and time of your appointment.

- **Select the date:** Click on the desired date from the displayed calendar.
- **Select the time:** Once a date is selected, the available time slots will appear below. Click on the time slot that suits you.

After selecting both date and time, click the “Next” button.

Appointment date

- ✓ **Sector details**
The appropriate sector is selected
- ✓ **Branch details**
Fill out the branch data you are targeting
- ✓ **Required Services**
Select the service
- 4 **Date and time**
Set the time and date of the appointment
- 5 **Appointment Summary**
The summary of your appointment to review

July 2025						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Appointment Time

14:00 - 15:00	15:00 - 16:00	16:00 - 17:00	17:00 - 18:00	18:00 - 19:00	19:00 - 20:00	20:00 - 21:00	21:00 - 22:00	22:00 - 23:00
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Previous

Next

1.5.5 Step 5: Appointment Summary and Confirmation

- After choosing the date and time, you will be directed to the **Appointment Summary** page.
- Review all appointment details to ensure accuracy: Sector, Region, City, Branch, Appointment date and time, Selected services
- You can add additional comments related to the appointment so it can be reviewed by the employee who is responsible for supporting you

Appointment Related Comments

Comment Details *

Please add any comment related to your appointment

256

Previous

Confirm Appointment Reservation

- To finalize the booking, click the “Submit Appointment” button at the bottom.
- A confirmation message will appear: “Appointment successfully created” along with the appointment number.
- Click the “Return to Appointments List” button to go back to the main appointments page.

Appointments > Add Appointment
Add Appointment

- ✓ Sector details
The appropriate sector is selected
- ✓ Branch details
Fill out the branch data you are targeting
- ✓ Required Services
Select the service
- ✓ Date and time
Set the time and date of the appointment
- 5 Appointment Summary

Appointment date

Sector

Development Sector

Region

Najran

City

Ad Dawas

Branch

test sector manager create branch

Appointment date

2025-07-29

Appointment Time

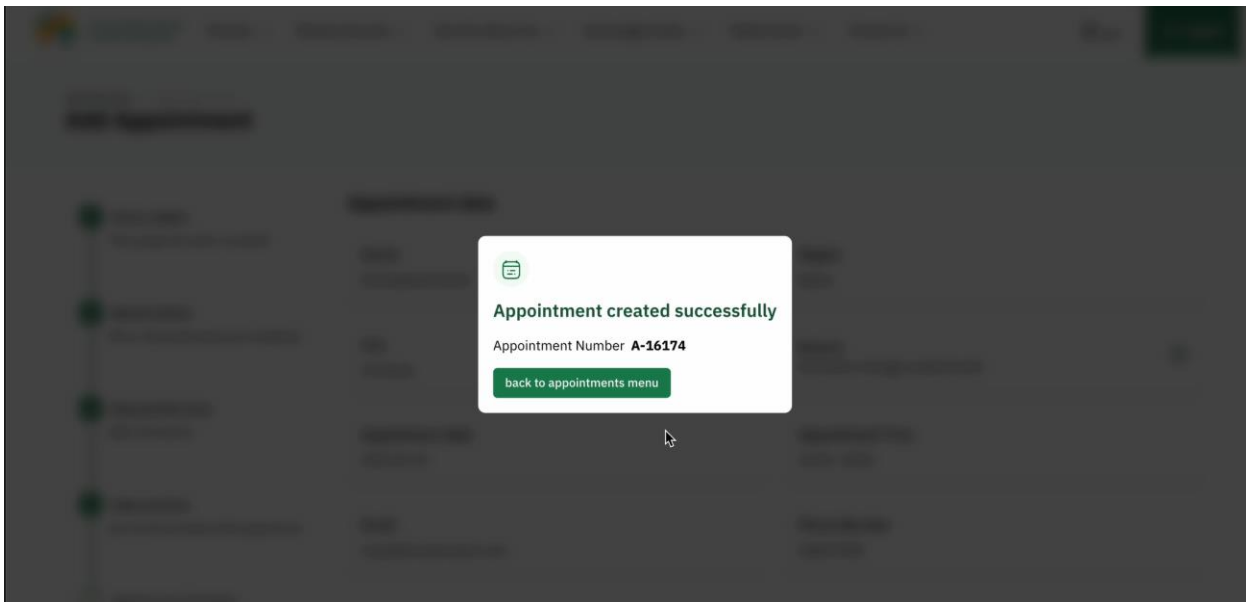
21:00 - 22:00

Email

silyas@innovationteam.com

Phone Number

568497980



1.6 Canceling an Existing Appointment

- From the “**Appointment Details**” page of the appointment you wish to cancel:
- Click the red “**Cancel Appointment**” button located at the bottom of the screen.
- A pop-up window will appear asking for confirmation:
- “Are you sure you want to cancel the appointment? You may lose your current booking, and changes will not be saved.”
- Click the red “**Cancel**” button to confirm the cancellation.
- A confirmation message will appear:

- “Appointment successfully canceled” along with the appointment number.
- Click the “**Return to Appointments List**” button to go back to the appointments overview page.

Human Resources and Social Development

Ministry Ministry Services We Care About You Knowledge Center Media Center Contact Us عربي Logout

Sector: Development Sector Region: Najran

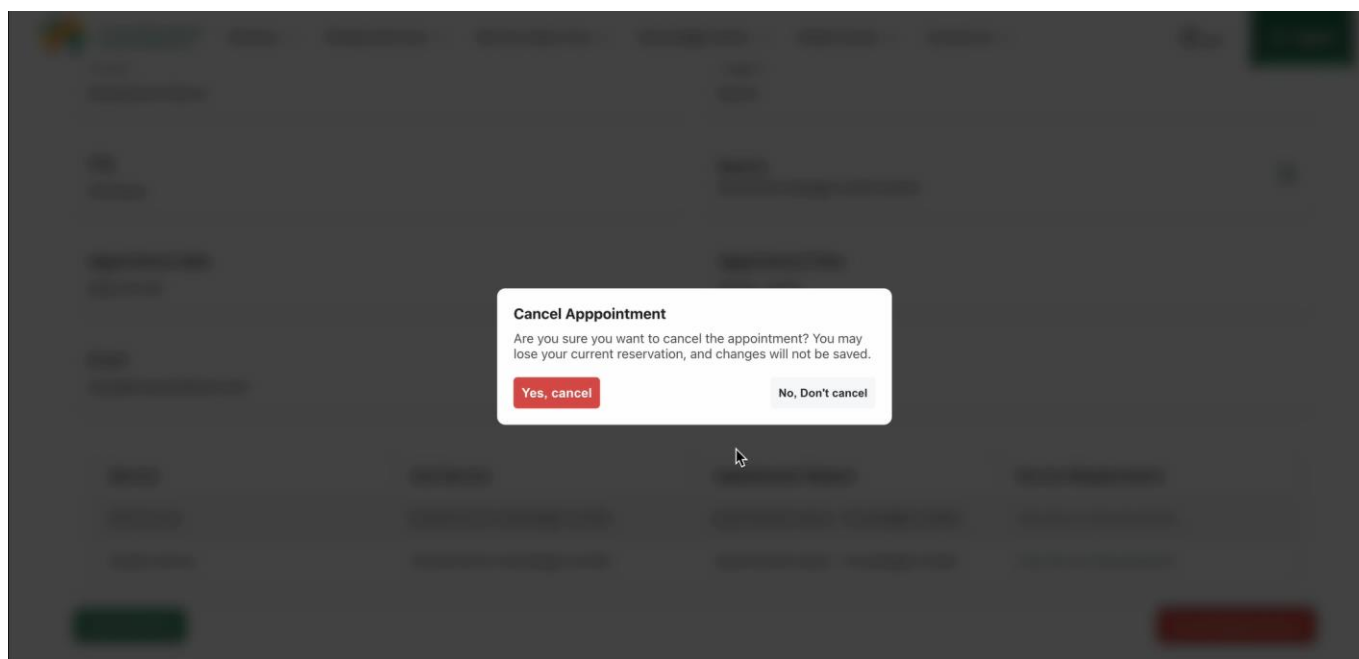
City: Ad Dawas Branch: test sector manager create branch

Appointment date: 2025-07-29 Appointment Time: 21:00 - 22:00

Email: silyas@innovationteam.com Phone Number: 0568497980

Service	Sub Service	Appointment Reason	Service Requirements
Test Service	Subservice for knowledge transfer	Appointment reason - Knowledge transfer	View Service Requirements
Quality service	Subservice for knowledge transfer	Appointment reason - Knowledge transfer	View Service Requirements

Appointments Cancel Appointment



1.7 7. Navigating Between Appointment Pages

- At the bottom of the “**Appointments**” page, you can see the page numbers.
- To move between different pages of appointments, click on the desired **page number**



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