User Guide for
ICT Equipment Licensing System

This document aims to
Explanation of how to use ICT Equipment Licensing system. To take advantage of the services related to Communication devices and Information technology. Each foundation who wants to use any of these electronic services, has to fulfill all the conditions, requirements and settings related to these services and all of the equipment systems, decisions and guidance which are already issued by it or will be issued by it in the future and published in the electronic system or in the electronic site of the equipment. (www.citc.gov.sa)
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This document is the User Guide for the Communications and Information Technology Commission (CITC) Licensing and Approval services for Communication and Information Technology equipment. This guide is prepared to provide help on how to use the system. The guide showcases the system’s different screens and explains how to use them in order to utilize the services provided by CITC through this system.

About the System

CITC provides the online system for licensing and approval services of communications and information technology equipment to make available all services related to using and importing devices and enabling the citizens to easily request these services and reduce the time required for the procedures of reviewing these requests by CITC technical team. The various functions of this system are designed to enable all concerned parties in utilizing the available services without referring to the CITC offices.

Targeted Audience

This guide is prepared for the following users:

- Individuals in general
- Government entities
- Research foundations
- Companies inside and outside Saudi Arabia
User Guide

Guide Categories

This guide is categorized into 6 main chapters, and each chapter contains a group of functions and features the site provides to users. The following is an overview on each of these chapters.

<table>
<thead>
<tr>
<th>Chapter Title</th>
<th>Chapter Overview</th>
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<tbody>
<tr>
<td>Homepage</td>
<td>This chapter provides a simplified description of the functions and links available on the CITC homepage.</td>
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<tr>
<td>Registration</td>
<td>This chapter provides users, whether individuals or entities, with information about how to register on the licensing and approval system for communications and information technology equipment. This feature will help the user create an account that contains their basic information.</td>
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<tr>
<td>E-Services</td>
<td>This chapter assists registered users in identifying all the types of services provided by CITC on its online system, and learning how to apply for any of these services through the system in easy and simple steps.</td>
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<tr>
<td>Approved Devices</td>
<td>This chapter explains to users how to search for devices approved by CITC and registered on the system.</td>
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<tr>
<td>Inquiry and Tracking</td>
<td>Through this chapter, users will know how to track their requests and inquire regarding bills and certificates.</td>
</tr>
<tr>
<td>Contact Us</td>
<td>This chapter explains to users how to contact CITC and send their suggestions and inquiries to website administrators using the Contact Us page.</td>
</tr>
</tbody>
</table>
## Document Conventions

In order to help you understanding this guide thoroughly, the following table describes the different styles and conventions used throughout the guide.

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
<th>Example</th>
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</thead>
<tbody>
<tr>
<td><strong>Bold</strong></td>
<td>Represents:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Names of user interface elements such as names of buttons, dialog boxes, lists, menus, tabs, sections, etc.</td>
<td>In the Registration page, click Government Entity Registration.</td>
</tr>
<tr>
<td></td>
<td>• User input such as text the user types in a box.</td>
<td></td>
</tr>
</tbody>
</table>

The licensing and approval system for communications and information technology equipment home page is classified into a number of sections. These sections include:

- General information useful for new users who want to have an idea about CITC activities and register on its website.
- Other features and links that enable individuals and entities registered on the system to utilize the services provided by CITC through this system at any time.
A detailed description for some of the features and links provided to website users on the homepage is below:

**Register Now**

For a new user (individual or entity) to utilize the services of the licensing and approval system for communications and information technology equipment, first they have to create their own system account.

**To create a new account on CITC system**
User Guide

- At the bottom of the CITC system homepage, click Register Now. For information about account creation and system registration, refer to the chapter titled Registration in this guide.

### NOTE
You can also click Register on the top of the Homepage and follow the registration procedures laid out in the chapter titled Registration.

**Hello visitors**

This section provides an overview of the website usability for CITC clients.

**Login**

In this section you can:

- Access the system using user (individual or entity) credentials (username and password).
- Retrieve password if you forget it

**To access the system**

1. In the Login section, in the Username text box, type the username you entered during the registration process (for more information, refer to the chapter titled Registration).
2. In the empty text box, type the password you provided during the registration process (for more information, refer to the chapter titled Registration).

### NOTES
- If you entered the wrong user name or password, an error message appears to correct the information.
- If you entered the wrong user name or password for more than 9 times, the system will lock your account and you will not be able to login.
- You can select the Remember Me checkbox if you do not want to repeat the process of entering the user name and password each time you want to access the system.

3. Click Login.

**To retrieve the password** In the Login section, click Forget Password. The following page opens.
4. In the **Please Enter Your Email** text box, type your email address through which you want to receive the email containing the change password link. The change password link is sent to your email address.

<table>
<thead>
<tr>
<th>NOTE</th>
<th>You can click Back to return to the homepage.</th>
</tr>
</thead>
</table>

5. After typing your email, click **Send**.

| NOTE       | You can click Exit on the top of the page to exit the system website. |
E-Services

The E-Services section displays an icon for each of the services provided by the system to its users. Clicking these icons move the user to the service request form. These services include:

- **Device Approval**: For more information about submitting a device approval request, refer to [Submitting a Device Approval Request](#).
- **Certificate Conformity**: For more information about submitting an approval certificate request, refer to [Submitting an Approval Certificate Request](#).
- **Custom Clearance**: For more information about submitting a customs clearance request, refer to [Submitting a Customs Clearance Request](#).

Query

This section includes:

- **Approved Devices**: If the user clicks this button they move to the CITC approved devices search page. For more information about searching for approved devices, refer to the chapter titled by [Approved Devices](#).
- **Requests Query**: If the user clicks this button they move to e-services and licensing requests query page, where the user can track the status of the requests submitted to CITC through the system. For more information about tracking the status of requests, refer to [Requests Query](#).

Important Links

This section displays a list of websites related to communications and information technology, such as a direct link to the King Abdulaziz City for Science and Technology.

| NOTE | You can click More to display list of link in full. |

Contact Us

The user, whether registered or not, can submit suggestions or inquiries to site administrators by following these steps:

1. In the **E-Mail** text box, type the e-mail address through which you wish to receive the answer to your suggestions/inquiries. If you have a system account, the e-mail recorded in your account information appears automatically.
2. In the **Subject** text box, type a subject for your message.
3. In the **Message** text box, type your detailed message.
4. Click **Send**.
CITC provides various services related to examining, licensing and approving devices. These services are available for government entities and research foundations, as well as private companies inside and outside Saudi Arabia. Individuals unaffiliated with entities or companies can also utilize these services. For entities, companies and individuals to utilize the services provided, they have to register on the CITC website, i.e. create website accounts.

**Individual Registration**

The licensing and approval system for communications and information technology equipment enables any individual unaffiliated with any entities to create a system account in order to submit requests for e-services.

**To register an individual**

1. On the licensing and approval system for communications and information technology devices homepage,
   - At the bottom of the page, click **Register Now**.

   Or
   - At the top of the page, click the **Register** link.

   The **Registration** page opens as shown in the following figure.
In the Registration page (previous figure), click Individual Registration. The page Individual opens to register individuals.
3. Click the name of each of the following sections to display the fields it contains, and then enter the detailed information required.

- Personal Information
- Address and Contact Information
- Credentials Information, Conditions and System Information
- Usage Licenses
- Other Required Attachments
- Comments

**NOTE**

In the following sections, you have to enter all required information in the fields marked by the asterisk symbol (*). These fields are mandatory, which means the registration request cannot be submitted without this information.
User Guide

Personal Information

In the **Personal Information** section, you can enter your personal information such as your name, date of birth, position, ID number and other similar information as shown in the figure below. Also you can enter the National ID with birth date or the Iqama number with expiry date.

![Personal Information](image)

**Figure 5: Personal Information**

| NOTE | If you entered an invalid ID number or personal information that contradicts with the personal information associated with the ID number entered, an error message is displayed and the user is asked to correct the information. |
Address and Contact Information

In the **Address and Contact Information** section, you can enter information such as your place of residence or work along with contact information for these places.

![Figure 6: Address and Contact Information](image)

**To add your address**

1. In the table **Address and Contact Information**, click **+New**. The window **New Address and Contact Information** appears.

![Figure 7: New Address and Contact Information window](image)

2. After entering your address and contact information as shown in the figure above, click **Save**.
You can modify any of the addresses entered at any time by clicking . You can also delete the address entirely by clicking .

Credentials Information, Conditions and System Information

In the Credentials Information, Conditions and System Information section, you can enter information required for website access (such as User Name, Password, etc.) as shown in the figure below. Please note that Password length should be between 8-12 and contains at least one special character, one capital letter, one small letter and one number.

Figure 8: Credentials Information, Conditions and System Information

After entering credentials information, read the system’s Conditions and General Rules then select the I Confirm that I have read and accepted the Terms and Condition of Using the Licensing and Approval System for Communication and Information Equipment check box.

Usage Licenses

In the Usage Licenses section, you can upload the license files granted to you by competent authorities.

To upload a usage license file

1. In the Usage Licenses section, click Upload. The Usage Licenses window appears.
2. Select the file you want to upload and enter the required information (name of the entity that granted the license, date of issue, etc.) as shown in the figure above, then click **Upload**.

Other Required Attachments

In the **Other Required Attachments** section, you can upload any other documents related to you and your activities.

![Other Required Attachments](image)

**Figure 10: Other Required Attachments**

**To upload other required attachments**

1. In the **Other Required Attachments** section, click **Upload**. The **Other Required Attachments** pop-up window opens.
2. Select the file you want to upload and enter the required information (name of the entity that granted the document, date of issue, etc.) as shown in the figure above, then click **Upload**.

Comments

In the **Comments** section, you can enter any comments or notes regarding the account you created as shown in the figure below.

4. After you finish entering all required information for creating an individual account, click **Submit** at the bottom on the **Individual** page in order to send the account creation request to the concerned officials at CITC.

**IMPORTANT**

- When the concerned officials at CITC consider your submitted request, you receive a message on the email registered on the system to notify you of the officials’ decision to accept your request, deny it, or ask for modifications.
- If the officials ask you to modify your account information, the account link is sent to your email address so that you can apply the required modifications within a specific period of time. If the period expires and you do not apply the required modifications, a message is sent to your email
address to notify you that your registration request is cancelled.

- In case your account is accepted, a message is sent to your email address that contains the account activation link. Click the link to finish the activation process of your system account.

- You can display your account information at any time by clicking **My Profile** on top of the page.

- In the **My Profile** page, you can perform the following:
  - Modify or delete address and contact information details at any time
  - Add more addresses and contact information
  - Modify or delete details of any of the files uploaded previously
  - Upload more files
  - Display all previous comments and send a new comment if necessary

- When you modify any of your information in **My Profile** page, a confirmation system message appears to inform you that your information is updated successfully.
Entities Registration

The licensing and approval system for communications and information technology devices enables government entities, research foundations and private companies (inside and outside Saudi Arabia) to create a system account in order to submit requests for e-services.

Research Foundation Registration

The licensing and approval system for communications and information technology equipment enables research foundations inside Saudi Arabia to create a system account in order to submit requests for e-services.

To register a research foundation account

1. On the licensing and approval system for communications and information technology equipment homepage,
   - At the bottom of the page, click Register Now.

Or

   - At the top of the page, click the Register link.

The Registration page opens as shown in the following figure.
2. In the **Registration** page (previous figure), click **Research Foundation Registration**. The page **Organization** opens to register a research foundation.
3. Click the Registration Application Form link to download this form, then fill it in and upload it.

4. Click the name of each of the following sections to display the fields it contains, then type the detailed information required.

- Main Information
- Address and Contact Information
- Contact Person Information
- Credentials Information, Conditions, and System Information
- Other Required Attachments
- Commitment
- Comments

**NOTE**

In the following sections, you have to enter all required information in the
fields marked by the asterisk symbol (*). These fields are required, which means the registration request cannot be submitted without this information.

Main Information
In the Main Information section, enter the main information of the research foundation, namely the budget code, Arabic name and English name as shown in the figure below.

![Figure 15: Main Information section](image)

Address and Contact Information
In the Address and Contact Information section, you can enter the foundation addresses and contact information.

![Figure 16: Address and Contact Information section](image)

To add a research foundation address
1. In the Address and Contact Information table, click **New**. The New Address and Contact Information window opens.
2. Enter the detailed address and contact information (phone and fax) of the research foundation as shown in the figure above, then click **Save**.

**NOTE**

You can modify any of the addresses entered at any time by clicking ✈️. You can also delete the address entirely by clicking ⚠️.

**Contact Person Information**

In the **Contact Person Information** section, you can enter the contact information of the competent official at the organization.

Figure 17: New Address and Contact Information window

Figure 18: Contact Person Information section

To add a contact person information
1. In the **Contact Person Information** table, click ![New](image). The **New Contact Person Information** window opens.

![New Contact Person Information window](image)

**Figure 19: New Contact Person Information window**

2. Enter the required contact information, namely the competent official’s name and position in Arabic and his mobile number as shown in the figure above, then click **Save**.

| **NOTE** | You can modify any of the contact person information entered at any time by clicking ![Edit](image). You can also delete the contact person information entirely by clicking ![Delete](image). |

**Credentials Information, Conditions and System Information**

In the **Credentials Information, Conditions and System Information** section, you can enter information required for website access such as User Name, Password and Email Address as shown in the figure below. Please note that Password length should be between 8-12 and contains at least one special character, one capital letter, one small letter and one number.
After entering credentials information, read the system’s Conditions and General Rules then select the *I Have Read the Terms and Conditions* check box.

**Other Required Attachments**

In the **Other Required Attachments** section, you can upload other documents related to the research foundation activity.

1. In the **Other Required Attachments** section, click **Upload**. The **Other Required Attachments** window opens.
2. Select the file you want to upload and enter the required information (name of the entity that granted the document, date of issue, etc.) as shown in the figure above, then click **Upload**.

**Commitment**

In the **Commitment** section, you can upload the files of the government documents for the research foundation.

**To upload a government document file**

1. In the **Commitment** section, click **Upload**. The **Commitment** window appears.
2. Select the file you want to upload and enter the required information (name of the entity that granted the document, date of issue, etc.) as shown in the figure above, then click **Upload**.

**Comments**

In the **Comments** section, you can enter any comments or notes regarding the account you created as shown in the figure below.

5. After you finish entering all required information for creating a research foundation account, click **Submit** at the bottom on the **Organization** page in order to send the account creation request to the concerned officials at CITC.

| **IMPORTANT**       | • When the concerned officials at CITC consider your submitted request, you receive a message on the email registered on the system to notify you of the officials’ decision to accept your request, deny it, or ask for modifications.  
|                    | • If the officials ask you to modify your account information, the account link is sent to your email address so that you can apply the required modifications within a specific period of time. If the period expires and you |
| | do not apply the required modifications, a message is sent to your email address to notify you that your registration request is cancelled.  
- In case your account is accepted, a message is sent to your email address that contains the account activation link. Click the link to finish the activation process of your system account.  
- You can display your account information at any time by clicking **My Profile** on top of the page.  
- In the **My Profile** page, you can perform the following:  
  - Modify or delete address and contact information details at any time  
  - Add more addresses and contact information  
  - Modify or delete details of any of the files uploaded previously  
  - Upload more files  
  - Display all previous comments and send a new comment if necessary  
- When you modify any of your information in **My Profile** page, a confirmation system message appears to inform you that your information is updated successfully. |
Government Entity Registration

The licensing and approval system for communications and information technology equipment enables Saudi government entities to create a system account in order to submit requests for e-services.

To register a government entity account

1. On the licensing and approval system for communications and information technology equipment homepage,
   - At the bottom of the page, click Register Now.
   Or
   - At the top of the page, click the Register link.

The Registration page opens as shown in the following figure.

![Figure 26: Registration page](image)

2. In the Registration page (previous figure), click Government Entity Registration. The Organization page opens to register a government entity.
3. Click the Registration Application Form link to download this form, then fill it in and upload it.
4. Click the name of each of the following sections to display the fields it contains, then type the detailed information required.
   - Main Information
   - Address and Contact Information
   - Contact Person Information
   - Credentials Information, Conditions and System Information
   - Other Required Attachments
   - Commitment
   - Comments

**Note**
In the following sections, you have to enter all required information in the fields marked by the asterisk symbol (*). These fields are required, which means the registration request cannot be submitted without this information.
Main Information

In the Main Information section, enter the main information of the government entity, namely the budget code, Arabic name and English name as shown in the figure below.

![Main Information section](image)

**Figure 28: Main Information section**

Address and Contact Information

In the Address and Contact Information section, you can enter the entity addresses and contact information.

![Address and Contact Information section](image)

**Figure 29: Address and Contact Information section**

To add a government entity address

1. In the Address and Contact Information table, click [New]. The New Address and Contact Information window opens.
2. Enter the detailed address and contact information (phone and fax) of the government entity as shown in the figure above, then click **Save**.

**NOTE**
You can modify any of the addresses entered at any time by clicking ![](image). You can also delete the address entirely by clicking ![image] .

**Contact Person Information**
In the **Contact Person Information** section, you can enter the contact information of the competent official at the entity.
To add contact person information

1. In the Contact Person Information table, click `New`. The New Contact Person Information window opens.

2. Enter the required contact information, namely the competent official’s name and position in Arabic and his mobile number as shown in the figure above, then click Save.

**NOTE**
You can modify any of the contact person information entered at any time by clicking `Check`. You can also delete the contact person information entirely by clicking `X`.

Credentials Information, Conditions and System Information

In the Credentials Information, Conditions and System Information section, you can enter information required for website access such as User Name, Password and Email Address as shown in the figure
User Guide

below. Please note that Password length should be between 8-12 and contains at least one special character, one capital letter, one small letter and one number.

![Credentials Information, Conditions and System Information section](image)

**Figure 33: Credentials Information, Conditions and System Information section**

After entering credentials information, read the system’s Conditions and General Rules then select the **I Have Read the Terms and Conditions** check box.

**Other Required Attachments**

In the **Other Required Attachments** section, you can upload other documents related to the entity’s activity.

![Other Required Attachments section](image)

**Figure 34: Other Required Attachments section**

**To upload other required attachments**

1. In the **Other Required Attachments** section, click **Upload**. The **Other Required Attachments** window opens.
2. Select the file you want to upload and enter the required information (name of the entity that granted the document, date of issue, etc.) as shown in the figure above, then click **Upload**.

**Commitment**

In the **Commitment** section, you can upload the files of the government documents for the entity.

To upload a government document file

1. In the **Commitment** section, click **Upload**. The **Commitment** window appears.
2. Select the file you want to upload and enter the required information (name of the entity that granted the document, date of issue, etc.) as shown in the figure above, then click Upload.

Comments

In the Comments section, you can enter any comments or notes regarding the account you created as shown in the figure below.

5. After you finish entering all required information for creating a government entity account, click Submit at the bottom on the Organization page in order to send the account creation request to the concerned officials at CITC.

**IMPORTANT**

- When the concerned officials at CITC consider your submitted request, you receive a message on the email registered on the system to notify you of the officials’ decision to accept your request, deny it, or ask for modifications.
- If the officials ask you to modify your account information, the account link is sent to your email address so that you can apply the required modifications within a specific period of time. If the period expires and you do not apply the required modifications, a message is sent to your email
address to notify you that your registration request is cancelled.

- In case your account is accepted, a message is sent to your email address that contains the account activation link. Click the link to finish the activation process of your system account.
- You can display your account information at any time by clicking **My Profile** on top of the page.
- In the **My Profile** page, you can perform the following:
  - Modify or delete address and contact information details at any time
  - Add more addresses and contact information
  - Modify or delete details of any of the files uploaded previously
  - Upload more files
  - Display all previous comments and send a new comment if necessary
- When you modify any of your information in **My Profile** page, a confirmation system message appears to inform you that your information is updated successfully.
Company Inside KSA Registration

The licensing and approval system for communications and information technology devices enables companies inside KSA to create a system account in order to submit requests for e-services.

To register a company inside KSA account

1. On the licensing and approval system for communications and information technology devices homepage,
   - At the bottom of the page, click **Register Now**.
   Or
   - At the top of the page, click the **Register** link.

The **Registration** page opens as shown in the following figure.

![Registration page](image)

2. In the **Registration** page (previous figure), click **Company inside KSA**. The **Organization** page opens to register a company inside KSA.
3. Click the Registration Application Form link to download this form, then fill it in and upload it.
4. Click the name of each of the following sections to display the fields it contains, then type the detailed information required.
   - Commercial Information
   - Company Information
   - Main Information
   - Address and Contact Information
   - Contact Person Information
   - Credentials Information, Conditions, and System Information
   - Usage Licenses
   - Other Required Attachments
   - Importing Devices inside KSA
   - Commitment
NOTES

In the following sections, you have to enter all required information in the fields marked by the asterisk symbol (*). These fields are required, which means the registration request cannot be submitted without this information.

Commercial Information

In the Commercial Information section, you can enter the company’s basic commercial information such as the commercial registry number and company activity as shown in the figure below.

![Figure 41: Commercial Information section](image)

Company Information

After entering the commercial registration number in the Commercial Information section (previous figure), the system verifies the validity of the number. If it is valid, the detailed company information appears automatically under the Company Information title as shown in the figure below.

![Figure 42: Company Information section](image)

Main Information

In the Main Information section, enter the main information of the company, namely the Arabic name and English name as shown in the figure below.
Address and Contact Information

In the **Address and Contact Information** section, you can enter the company addresses and contact information.

To add company address

1. In the **Address and Contact Information** table, click **+ New**. The **New Address and Contact Information** window opens.
2. Enter the detailed address and contact information (phone and fax) of the company as shown in the figure above, then click **Save**.

**NOTE**

You can modify any of the addresses entered at any time by clicking 🔄. You can also delete the address entirely by clicking ✗.

**Contact Person Information**

In the **Contact Person Information** section, you can enter the contact information of the competent official at the company.
To add contact person information

1. In the Contact Person Information table, click [New]. The New Contact Person Information window opens.

2. Enter the required contact information, namely the competent official’s name and position in Arabic and his mobile number as shown in the figure above, then click Save.

**NOTE**

You can modify any of the contact person information entered at any time by clicking [ ] . You can also delete the contact person information entirely by clicking [x] .

**Credentials Information, Conditions and System Information**

In the Credentials Information, Conditions and System Information section, you can enter information required for website access such as User Name, Password and Email Address as shown in the figure...
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below. Please note that Password length should be between 8-12 and contains at least one special character, one capital letter, one small letter and one number.

![Figure 48: Credentials Information, Conditions and System Information section](image)

After entering credentials information, read the system’s Conditions and General Rules then select the I Have Read the Terms and Conditions check box.

**Usage Licenses**

In the **Usage Licenses** section, you can upload the license files granted to the company by competent authorities.

![Figure 49: Usage Licenses section](image)

**To upload a usage license file**

1. In the **Usage Licenses** section, click **Upload**. The **Usage Licenses** window opens.
2. Select the file you want to upload and enter the required information (name of the entity that granted the license, date of issue, etc.) as shown in the figure above, then click **Upload**.

### Other Required Attachments

In the **Other Required Attachments** section, you can upload other documents related to the company’s activity.

1. In the **Other Required Attachments** section, click **Upload**. The **Other Required Attachments** window opens.
2. Select the file you want to upload and enter the required information (name of the entity that granted the document, date of issue, etc.) as shown in the figure above, then click Upload.

**Importing Devices inside KSA**

In the **Importing Devices inside KSA** section, you can enter information regarding the license granted to the company for importing devices, such as the chamber of commerce registration number and the social security number. You can also upload a copy of the commercial registry as shown in the figure below.

![Importing Devices inside KSA section](image)

**Commitment**

In the **Commitment** section, you can upload the files of the government documents for the company.
To upload a government document file

1. In the **Commitment** section, click **Upload**. The **Commitment** window opens.

2. Select the file you want to upload and enter the required information (name of the entity that granted the document, date of issue, etc.) as shown in the figure above, then click **Upload**.

**Comments**

In the **Comments** section, you can enter any comments or notes regarding the account you created as shown in the figure below.

5. After you finish entering all required information for creating a company inside KSA account, click **Submit** at the bottom on the **Organization** page in order to send the account creation request to the concerned officials at CITC.
**IMPORTANT**

- When the concerned officials at CITC consider your submitted request, you receive a message on the email registered on the system to notify you of the officials’ decision to accept your request, deny it, or ask for modifications.
- If the officials ask you to modify your account information, the account link is sent to your email address so that you can apply the required modifications within a specific period of time. If the period expires and you do not apply the required modifications, a message is sent to your email address to notify you that your registration request is cancelled.
- In case your account is accepted, a message is sent to your email address that contains the account activation link. Click the link to finish the activation process of your system account.
- You can display your account information at any time by clicking **My Profile** on top of the page.
- In the **My Profile** page, you can perform the following:
  - Modify or delete address and contact information details at any time
  - Add more addresses and contact information
  - Modify or delete details of any of the files uploaded previously
  - Upload more files
  - Display all previous comments and send a new comment if necessary
- When you modify any of your information in **My Profile** page, a confirmation system message appears to inform you that your information is updated successfully.

### Company Outside KSA Registration

The licensing and approval system for communications and information technology equipment enables companies outside KSA to create a system account in order to submit requests for e-services.

**To register a company outside KSA account**

1. On the licensing and approval system for communications and information technology equipment homepage,
   - At the bottom of the page, click **Register Now**.

Or

- At the top of the page, click the **Register** link.

The **Registration** page opens as shown in the following figure.
2. In the **Registration** page (previous figure), click **Company Outside KSA**. The **Organization** page opens to register a company outside KSA.
3. Click the Registration Application Form link to download this form, then fill it in and upload it.
4. Click the name of each of the following sections to display the fields it contains, then type the detailed information required.
   - Commercial Information
   - Main Information
   - Address and Contact Information
   - Contact Person Information
   - Credentials Information, Conditions and System Information
   - Other Required Attachments
   - Commitment
   - Comments

**NOTE**
In the following sections, you have to enter all required information in the fields marked by the asterisk symbol (*). These fields are required, which means the registration request cannot be submitted without this information.
Commercial Information

In the Commercial Information section, you can enter the company’s basic commercial information such as the commercial registry number and company activity as shown in the figure below.

![Commercial Information section](image)

Figure 59: Commercial Information section

Main Information

In the Main Information section, enter the main information of the company, namely the Arabic name and English name as shown in the figure below.

![Main Information section](image)

Figure 60: Main Information section

Address and Contact Information

In the Address and Contact Information section, you can enter the company addresses and contact information.
To add company address

1. In the Address and Contact Information table, click +New. The New Address and Contact Information window opens.

2. Enter the detailed address and contact information (phone and fax) of the company as shown in the figure above, then click Save.
You can modify any of the addresses entered at any time by clicking \( \text{edit} \). You can also delete the address entirely by clicking \( \text{delete} \).

**Contact Person Information**

In the **Contact Person Information** section, you can enter the contact information of the competent official at the company.

**Figure 63: Contact Person Information section**

**To add contact person information**

1. In the **Contact Person Information** table, click \( \text{+ New} \). The **New Contact Person Information** window opens.

**Figure 64: New Contact Person Information window**

2. Enter the required contact information, namely the competent official’s name and position in Arabic and his mobile number as shown in the figure above, then click **Save**.
You can modify any of the contact person information entered at any time by clicking 🔄. You can also delete the contact person information entirely by clicking ✗.

**Credentials Information, Conditions and System Information**

In the **Credentials Information, Conditions and System Information** section, you can enter information required for website access such as User Name, Password and Email Address as shown in the figure below. Please note that Password length should be between 8-12 and contains at least one special character, one capital letter, one small letter and one number.

![Credentials Information, Conditions and System Information section](image)

Figure 65: Credentials Information, Conditions and System Information section

After entering credentials information, read the system’s Conditions and General Rules then select the **I Have Read the Terms and Conditions** check box.

**Other Required Attachments**

In the **Other Required Attachments** section, you can upload other documents related to the company’s activity.

![Other Required Attachments section](image)

Figure 66: Other Required Attachments section

**To upload other required attachments**

1. In the **Other Required Attachments** section, click **Upload**. The **Other Required Attachments** window opens.
2. Select the file you want to upload and enter the required information (name of the entity that granted the document, date of issue, etc.) as shown in the figure above, then click **Upload**.

**Commitment**

In the **Commitment** section, you can upload the files of the government documents for the company.

**To upload a government document file**

1. In the **Commitment** section, click **Upload**. The **Commitment** window opens.
2. Select the file you want to upload and enter the required information (name of the entity that granted the document, date of issue, etc.) as shown in the figure above, then click **Upload**.

**Comments**

In the **Comments** section, you can enter any comments or notes regarding the account you created as shown in the figure below.

3. After you finish entering all required information for creating a company outside KSA account, click **Submit** at the bottom on the **Organization** page to send the account creation request to the concerned officials at CITC.

**IMPORTANT**

- When the concerned officials at CITC consider your submitted request, you receive a message on the email registered on the system to notify you of the officials’ decision to accept your request, deny it, or ask for modifications.
- If the officials ask you to modify your account information, the account link is sent to your email address so that you can apply the required modifications within a specific period of time. If the period expires and you...
do not apply the required modifications, a message is sent to your email address to notify you that your registration request is cancelled.

- In case your account is accepted, a message is sent to your email address that contains the account activation link. Click the link to finish the activation process of your system account.

- You can display your account information at any time by clicking **My Profile** on top of the page.

- In the **My Profile** page, you can perform the following:
  - Modify or delete address and contact information details at any time
  - Add more addresses and contact information
  - Modify or delete details of any of the files uploaded previously
  - Upload more files
  - Display all previous comments and send a new comment if necessary

- When you modify any of your information in **My Profile** page, a confirmation system message appears to inform you that your information is updated successfully.
This chapter is about how a registered system user can submit a request for e-services available on the website by CITC. The requests include:

- Device Approval Request
- Approval Certificate Request
- Custom Clearance Request
- Device Marketing Request

### Submitting a Device Approval Request

Registered system users (individuals or organizations) can submit a device approval request.

**To submit a device approval request**

1. In the licensing and approval system for communications and information technology equipment homepage, from the horizontal link bar, click **E-Services**.

![E-Services page](image-url)
User Guide

2. In the E-Services page, click Device Approval. The Rules and General Conditions window for requesting a device approval appears.

3. Review the rules and general conditions for requesting a device approval, then in the Rules and General Conditions window click OK to continue the process of submitting a request. The Device Approval Service page opens.

4. In the Product Model text box, enter the name of the device you want to approve.

5. In the Manufacturer dropdown menu, select the company producing the device.

   **NOTE**
   
   You have to enter all required information in the fields marked by the asterisk symbol (*). These fields are required, which means the request cannot be submitted without this information.

6. Click Submit. The Device Approval Service page opens to enter the device detailed information.

   **IMPORTANT**
   
   - If you submit information for a device that is already approved by CITC, the request is closed and a message appears to inform you that the device is already approved and that you can submit a request for any of the other services such as a conformity certificate request or a customs clearance request.
   - If you submit information for a device that is already rejected by CITC, the request is closed and a message appears to inform you that the device is already rejected and display the reasons of rejection.
   - If you submit information for a device that lies outside CITC jurisdiction, the request is closed and a message appears to inform you that the device...
lies outside CITC jurisdiction.

The **Device Approval Service** page enables you to enter the detailed and technical information of the device to be approved through the following sections:

- Basic Information
- Category
- CITC Technical Specifications
- Operating Frequency & Transmitted Power
- International Specifications
- Attachments
- Previous Comments

7. Click on the name of each of the sections above to display the fields it contains, then enter the required detailed information.
In the following sections, you have to enter all required information in the fields marked by the asterisk symbol (*). These fields are required, which means the request cannot be submitted without this information.

**Basic Information**

The **Basic Information** section allows you to enter the device’s basic information, such as:

- Product name in Arabic and English
- Device type, as in its basic attribute such as analog or digital
- Device description
- Device antenna gain
- Device customs tariff code

![Basic Information section](image-url)

*Figure 74: Basic Information section*
Category

The **Category** section enables you to specify the different categories for operating the device.

![Category section](image)

**Figure 75: Category section**

CITC Technical Specifications

The **CITC Technical Specifications** section enables you to select the CITC technical specifications that match the device specifications.

![CITC Technical Specifications section](image)

**Figure 76: CITC Technical Specifications section**

Operating Frequency and Transmitted Power

The **Operating Frequency and Transmitted Power** section enables you to enter the device technical information, such as operating frequencies range (from and to) and maximum transmit power for each range.

![Operating Frequency and Transmitted Power section](image)

**Figure 77: Operating Frequency and Transmitted Power section**

To add operating frequency and maximum transmitted power
1. In the **Operating Frequency and Transmitted Power** table, click ![New](https://example.com/new_button.png). The **New Frequency** window opens.

![New Frequency window](https://example.com/new_window.png)

**Figure 78: New Frequency window**

2. In the **New Frequency** window (previous figure), enter the operating frequency information as shown in the figure above, and then click **Save**.

![New frequency information](https://example.com/new_info.png)

**Figure 79: New frequency information**

**NOTES**

- You can modify operating frequency information by clicking ![New](https://example.com/new_button.png) next to the frequency you want to modify (previous figure).
- You can delete operating frequency information by clicking ![New](https://example.com/delete_button.png) next to the frequency you want to delete (previous figure).

**International Specifications**

The **International Specifications** section enables you to enter the international specifications certificates awarded to the device.
To add international specifications

1. In the **International Specifications** table, click ![New](image). The **New International Specifications** window opens.

2. In the **New Frequency** window (previous figure), enter the specifications information, then click **Save**.
NOTES

- You can modify international specifications information by clicking next to the specifications you want to modify (previous figure).
- You can delete international specifications information by clicking next to the specifications you want to delete (previous figure).

Attachments

The **Attachments** section enables you to upload files related to the device.

**Figure 83: Attachments window**

**To upload a file**

1. In the **Attachments** section, click **Upload**. The **Attachments** window opens.
2. In the **Attachments** window (previous figure), enter the information of the file you want to upload as shown in the figure above, then click **Upload**.

![Attachments window](image)

**Figure 84: Attachments window**

**NOTES**

- You can modify uploaded file information by clicking 📝 next to the file you want to modify (previous figure).
- You can delete the uploaded file by clicking ✖️ next to the file you want to delete (previous figure).

**Previous Comments**

In the **Previous Comments** section, you can add any number of comments concerning the device you want to approve.

![Previous Comments section](image)

**Figure 86: Previous Comments section**
After entering all the required information for approving a new device, you can do any of the following:

- Click **Save** to save the device information you entered without submitting a device approval request.
- Click **Back** to return to the previous page.
- Click **Submit** to submit the request. A message appears to confirm that the request is submitted successfully and display the request number submitted.

**IMPORTANT**

- When the concerned officials at CITC consider your submitted request, you receive a message on the email registered on the system to notify you of the officials’ decision to accept your request, deny it, or ask for modifications.
- If the officials ask you to modify your request information, the request link is sent to you as a pending task so you can apply the necessary modifications. For more information about navigating to pending tasks, refer to the Requests Query section.
- If your request is accepted and the device is approved, you can print a device conformity certificate. For more information about submitting a conformity certificate print request, refer to the Submitting an Approval Certificate Request section. A CITC official can also print the conformity certificate on your behalf and send you a notification by email to receive the certificate from CITC.
- If your request is accepted and the device is approved, and then a CITC official change or modify the device technical specifications, you receive an email message asking you submit another approval request based on the modified specifications.
- If a request is closed for any reason by CITC competent officials reviewing your submitted request, you receive an email message to inform you that the request is closed. The request and all its information is also saved in your closed requests section. For more information about navigating to closed requests, refer to the Requests Query section.

---

**Submitting an Approval Certificate Request**

Individuals or organizations registered on the licensing and approval system for communications and information technology equipment can request to receive an approval certificate for any of the CITC approved devices.

**To submit an approval certificate print request**

1. In the licensing and approval system for communications and information technology equipment homepage, from the horizontal link bar, click **E-Services**.
2. In the E-Services page (previous figure), click Approval Certificate Request. The Rules and General Conditions window for requesting an approval certificate print request opens.

3. Review the rules and general conditions for the approval certificate print request, then in the Rules and General Conditions window click OK to continue the process of submitting a request. The Certificate Conformity Submit page opens.
4. In the **Certificate Conformity Submit** page, in the **Product Model** text box, enter the name of the device for which you want to print a conformity certificate.

5. In the **Manufacturer** dropdown menu, select the company producing the device.

| **NOTE** | You have to enter all required information in the fields marked by the asterisk symbol (*). These fields are required, which means the request cannot be submitted without this information. |

6. Click **Submit**. The **Device** page opens.

| **IMPORTANT** | • If you submit information for a device that is not registered on the system, the request is closed and a message appears to inform you that the device does not exist, and that you should submit a device approval request using the Device Approval service.
• If you submit information for a device that is already rejected by CITC, the request is closed and a message appears to inform you that the device is already rejected and display the reasons of rejection. |

The **Device** page displays information of the device for which a conformity certificate print request is submitted through the following sections:

- Basic Information
- Attachments
- Technical Information
Basic Information

The Basic Information section displays the following information:

- Device status, whether approved or rejected by CITC, the date of approval/rejection, approval conditions or rejection reasons, etc.
- Detailed information about device model and producing company
- Information about the device status at CITC, such as the date of approval/rejection, and approval conditions or rejection reasons.

Attachments

The Attachments section displays documents attached to the device information while device approval request is submitted.
User Guide

Technical Information

The Technical Information section displays the following information:

- CITC technical specifications matching the device technical specifications
- Device type, as in its main attribute such as analog or digital
- Customs port number associated with the device
- Brief description for the device and how it works
- Operating frequencies the device use, the maximum transmit power on each frequency, and the device antenna gain

Figure 91: Technical Information section
7. After reviewing device information for which you want to submit a conformity certificate print request, click Print. A window appears to display the certificate outline, from which you can export the certificate information to various formats and print it in the appropriate format.

![Conformity Certificate](image)

**Figure 92: Print-ready conformity certificate**

**IMPORTANT**

- If the approval status of a device registered on the system changes from approved to rejected, the system users who requested a conformity certificate for the device are notified by email to inform them that the device is now rejected by CITC and that the device conformity certificate is now invalid.

- If a CITC official changes or modifies device technical specifications registered on the system, the system users who requested a conformity certificate for the modified device are notified by email so that they submit another conformity certificate request.
Submitting a Customs Clearance Request

Individuals or organizations registered on the system can submit a custom clearance request for one or more devices. Please note that when you submit a customs releasing request, the request will have multiple Childs requests and this depends on the user privilege and device privilege. The child requests will be treated as a normal request and you should open it from track requests.

To submit a customs clearance request

1. In the licensing and approval system for communications and information technology equipment homepage, from the horizontal link bar, click E-Services.

2. In the E-Services page, click Custom Clearance.
In the Custom Clearance page, you can enter the detailed information of the shipment you want to submit a custom clearance for through the following sections:

- Basic Information
- Beneficiary Entity Information
- Customs to Be Used Information
- Shipment Items Information
- Attachments
- Previous Comments

3. Click the name of each of the previous sections to display the fields it contains, then enter the detailed information required.

**NOTE**

In the following sections, you have to enter all required information in the fields marked by the asterisk symbol (*). These fields are required, which means the request cannot be submitted without this information.

**Basic Information**

The Basic Information section enables you to enter the following information:

- The type of clearance you are applying for, such as Advanced Releasing or Temporary Releasing
The customs port where you want to receive the shipment

![Custom Clearance page – Basic Information section](image1)

If you select Temporary Releasing, additional fields appear such as from date and to date of the temporary release.

![Custom Clearance page – Basic Information section – Temporary Releasing](image2)

**IMPORTANT**

- If the clearance request is not closed before the temporary releasing expiry date, you receive a message on your email to remind you of the temporary releasing expiry date and that it is necessary to submit clearance evidence to close the request. For more information about submitting clearance evidence, refer to the **Following up Task to Provide Clearance Evidence** section.
- If the temporary releasing date expires without providing clearance evidence, a notification is sent to your email to update temporary releasing request information within a specific period of time. Otherwise, a CITC competent official will deactivate your system account.

If you select Advanced Releasing, an additional fields appears to specify the duration in which the shipment will reach the customs port.

![Custom Clearance page – Basic Information section – Advanced Releasing](image3)
User Guide

Beneficiary Entity Information

The system automatically displays information of the importing individual/entity such as:

- Importing entity type, whether individuals or companies
- Name of the individual/company importing the shipment
- The commercial registration number the user entered when he created his CITC website account
- Importer type code, i.e. the type of company importing the shipment (for example Saudi company, foreign company, government entity, etc.)
- Inferential number type code
Figure 98: Custom Clearance page – Beneficiary Entity Information section

If importing entity is different than the beneficiary entity, the user clears the check box next to **Importer is the same imported for** then enter required information such as:
User Guide

- The company type for which the user is importing the shipment (such as government entity, foreign company, Saudi company, etc.)
- The inferential number type code of this entity (such as the commercial registration number)

![Beneficiary Entity Information](image)

**Figure 99: Beneficiary Entity Information section – Importer is not the same as imported for**

**Customs to Be Used Information**

The **Customs to Be Used Information** section allows you to enter the following detailed information regarding the shipment:

- Declaration number; i.e. the number for registering the shipment entrance to customs
- Declaration date

| NOTE | If you enter a declaration number that was previously used to submit a customs clearance request for the same device industrial model, a message appears at the top of the Request Information page to inform you that a previous request was submitted with the same declaration number for the same device model. |
Shipment Item Information

The **Shipment Item Information** section enables you to enter detailed information about the items of the imported shipment, such as the type and quantity of the shipment, the imported device model, and the producing company.

To add shipment items information

1. In the **Shipment Item Information** table, click ![New](image). A new page opens so you can enter detailed information about shipment items.
2. Enter the following shipment items detailed information:
   - Item serial
   - Item description
   - Imported shipment quantity
   - Unit type
   - Type; i.e. the imported shipment type (Spare Part or Device)

<table>
<thead>
<tr>
<th>Device</th>
<th>Spare Part</th>
</tr>
</thead>
<tbody>
<tr>
<td>The section <strong>Device Main Info</strong> appears to help the user enter device information, as shown in the <strong>Device Main Info</strong> section.</td>
<td>The sections <strong>Spare Parts</strong> and <strong>Attachments</strong> appear to help the user enter detailed information about the spare parts imported and attach their associated documents, as shown in the sections <strong>Spare Parts</strong> and <strong>Attachments</strong> consecutively.</td>
</tr>
</tbody>
</table>

**Device Main Info**

Figure 103: Custom Clearance page – Device Main Info section

To display device information
User Guide

1. In the **Device Main Info** section, enter the following detailed information:
   - The device model
   - The company producing the device

   **NOTES**
   - If you enter information for a device that cannot be cleared by customs or that does not fall under CICT jurisdiction, a message appears to clarify the device status and ask the request submitter to modify request information.
   - If you choose Advanced Releasing and enter information for a CICT approved device, but require special device specifications certificates or require examination by CICT, a message appears to clarify that Advanced Releasing is not available for this device and ask you to provide an ordinary clearance request.

2. Click **Validate Device Existence**. The following sections appear:
   - Devices
   - Category
   - CICT Technical Specifications
   - Operating Frequency & Transmitted Power
   - International Specifications
   - Attachments

---

**Figure 104: Device Main Info section – Validate Device Existence sections**
User Guide

3. Click each of the sections in the above figure to display the fields it contains.
   - If the device you want to import exists in the list of devices approved and registered on the system, the device detailed information is displayed automatically.
   - If the device you want to import does not exist in the list of devices approved and registered on the system, the user should enter the device detailed information.

4. After entering the required information, click **Save**. The information you entered will be added to the table Shipment Items Information.

![Shipement Item Information](image)

**Figure 105: Shipment Items Information section – added shipment device information**

<table>
<thead>
<tr>
<th>NOTES</th>
</tr>
</thead>
</table>
| • You can modify the device information you entered by clicking **next** to the device information you want to modify (previous figure).  
• You can delete device information you entered by clicking **next** to the device information you want to delete (previous figure). |
Spare Parts

To add spare parts details

- In the **Spare Parts** section, enter the detailed information of the spare parts you want to import such as:
  - Spare part name
  - Spare part model and manufacturer
  - Spare part description

**Attachments**

The **Attachments** section enables you to upload files related to the spare part.

To upload a file

1. In the **Attachments** section, click **Upload**. A new window appears to enter the details of the file you want to upload.
2. In the **Attachments** window (previous figure), enter the information of the file you want to upload as shown in the figure above, then click **Upload**.

3. Click **Save**. The information you entered will be added to the table Shipment Item Information as shown in the figure below.
Figure 110: Shipment Item Information section - added spare part shipment items information

<table>
<thead>
<tr>
<th>NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>• You can modify shipment items information by clicking.edit next to the shipment item you want to modify (previous figure).</td>
</tr>
<tr>
<td>• You can delete shipment items information by clicking.delete next to the shipment item you want to delete (previous figure).</td>
</tr>
</tbody>
</table>

Attachments

The **Attachments** section enables you to upload files related to the shipment.

Figure 111: Custom Clearance page – Attachments section

**To upload a file**

1. In the **Attachments** section, click **Upload**. A window appears to add a new attachment.
2. In the **Attachments** window (previous figure), enter the information of the file you want to upload as shown in the figure above, then click **Upload**.

![Figure 112: Attachments section – Adding a file](image)

**NOTES**
- You can modify uploaded file information by clicking 🔖 next to the file you want to modify (previous figure).
- You can delete the uploaded file by clicking ✖️ next to the file you want to delete (previous figure).

**Previous Comments**

In the **Previous Comments** section, you can display the previous comments system administrators left on this shipment.
After entering all the required information for submitting a customs clearance request, you can do any of the following:

- Click **Save** to save the shipment information you entered without submitting a customs clearance request.
- Click **Back** to return to the previous page.
- Click **Submit** to submit the request. A confirmation message appears to inform you that the request is submitted successfully and display the submitted request number.

### IMPORTANT

- If you have a self-clearance privilege for devices you submitted a customs clearance request for, request is sent to you as a pending task so you can approve the customs clearance request yourself. For more information about navigating to pending tasks, refer to the **Requests Query** section.
- When the concerned officials at CITC consider your submitted request, you receive a message on the email registered on the system to notify you of the officials’ decision to accept your request, deny it, ask for modifications, etc.
- If the officials ask you to modify your request information, the request link is sent to you as a pending task so you can apply the necessary modifications. For more information about navigating to pending tasks, refer to the **Requests Query** section.
- If CITC competent officials decide to reject your customs clearance request for a device and ask you to submit a device approval request, the rejection decision is sent to your email with a link for a device approval request that you can submit.
- If a request is closed for any reason by CITC competent officials reviewing your submitted request, you receive an email message to inform you that the request is closed. The request and all its information is also saved in your closed requests section. For more information about navigating to closed requests, refer to the **Requests Query** section.
Following up the customs releasing request with customs

To track the customs releasing request with customs, the submitter should have the below information which is in the figure from track request and use it to follow up the status with customs.

![Figure 115: Customs Clearance – Customs Releasing letters](image-url)
Following up Task to Confirm an Examination Appointment

There are 3 types of examination as following:

1. Examination Inside port
2. Sample Examination
3. Examination outside port

In case the engineering employees in CITC organization decide the examination type to be inside or outside custom port, you should confirm the examination time and place to continue your request. Once you confirm the examination place and time, You should attend to the agreed place on time and deliver the sample to CITC organization to finish all the examination procedures for your device.

For the sample examination, you must deliver the sample to CITC premises physically to finish all the examination procedures for your device.

To finish the customs clearance request procedures, the submitter should confirm the appointment to examine a sample of the shipment they wish to clear as soon as he receives a Confirm Examination Appointment task notification. The user can modify or confirm the examination appointment.

To confirm the examination appointment

1. Open your requests query page as shown in the chapter Inquiry and Tracking, title Requests Query.
2. Under the Pending Tasks tab, click the customs clearance request number associated with the task Confirm Examination Appointment. The request details page opens.
3. In the customs clearance request details page, in the Examination Request section, review the date appointed for the examination as shown in the figure below.

![Figure 116: Customs Clearance Information page – Examination Request page](image)

4. In the Task Actions section, select one of the following actions as shown in the figure below:
   - **Update**: to request rescheduling the examination appointment
   - **Confirm**: to confirm the examination appointment
NOTE
When the examination appointment is confirmed with the CITC official assigned to examine the sample, the system sends a notification to the request submitter 12 hours before the appointment to remind them of the appointment.

Following up Task to Provide Clearance Evidence

To finish the temporary customs clearance request procedures, the submitter should provide the required evidence to make sure the shipment will be redeemed in the appointed date. Evidence includes clearance evidence number; i.e. the number of the invoice the submitter receives from customs upon redeeming the shipment, and the clearance evidence date; i.e. the date of receiving the invoice.

To provide clearance evidence

1. Open your requests query page as shown in the chapter Inquiry and Tracking, title Requests Query.
2. Under the Pending Tasks tab, click the customs clearance request number associated with the task Provide Clearance Evidence. The request details page opens.
3. In the customs clearance request details page, in the Provide Evidence section, provide the number and date of the clearance evidence as shown in the figure below.

4. In the Task Actions section, select the action Submit as shown in the figure below. The request is sent to the system administrators.
Submitting a Device Marketing Licensing Request

Individuals or organizations registered on the system who already submitted a customs clearance request for certain devices can submit a marketing request for a cleared device.

To submit a device marketing request

1. In the licensing and approval system for communications and information technology equipment homepage, from the horizontal link bar, click **E-Services**.

2. In the **E-Services** page (previous figure), click **Device Marketing**.

3. From the Request Type choose **Marketing**:
4. Enter All Required Fields.

5. In the Shipment Item Information section, Press **New**

6. Enter the Shipment Item Information form:
   - Enter the Required Fields
7. After Choosing the **Device Type**, Choose the device in the (Device Industrial Model in English) field and Press **Validate Device Existence**
   - Enter the Required Fields

8. In the Device Marketing Serials section:
   - Choose **Device Registration** from the **Required License Type**
   - Press **New** to add Device Serial (Equal to the Quantity added in the Shipment Item Information section)
9. Press **Save**.
10. The Shipment Item Information section will be as follows:
11. Press Submit.

12. The Request is created

![System Message]

**Figure 128: System Message**

13. **After request approval**, Choose **Invoices and Tracking** then **Device Marketing**.

![System Message](image)

**Figure 129: System Message**

14. The record will be existing

- Press **View**

![Device Marketing Items](image)

**Figure 130: Device Marketing Items**
15. In the Customer Information section
   - Choose the Department “Device Approval & Technical Specifications”.

![Customer Information](image)

**Figure 131: Customer Information**

16. Press Submit.
17. Request Created.

![System Message](image)

**Figure 132: System Message**
APPROVED DEVICES

The licensing and approval system for communications and information technology equipment provides individuals and organizations, registered or unregistered on the system, with the ability to search for CITC approved devices.

CITC also provides registered users only the ability to display detailed information about the device searched, and a feature to print conformity certificate for the device if it exists in the list of system approved devices.

To open the approved devices page

- In the licensing and approval system for communications and information technology equipment homepage, from the horizontal link bar, click Approved Devices. The Device page opens.

Figure 133: Device page
User Guide

The **Device** page is divided into two sections:

- Search ICT Devices
- Advanced Search

The page also contains a table to display search results.

**Search ICT Devices**

**To search devices registered on the system**

1. In the **Search ICT Devices** section, enter information in one or more search parameters available (such as device type, model, producer, etc.) as shown in the figure below.

   ![Search ICT Devices section](image)

   **Figure 134: Search ICT Devices section**

2. After entering device information, click **Search**. The search results appear according to the search parameters used in the table at the bottom on the page as shown in the figure above.

**Advanced Search**

In the section Advanced Search, you can search for an approved and registered device using any of the following parameters:

- Device category; i.e. the device classification
- CITC Technical Specifications number matching the device

**To perform advanced search for a device, follow at least one of the following steps:**

1. In the **Category** text box, enter the device category or part of the category name you want to search for, then click **. A list of categories matching the search parameter appears as shown in the figure below.
2. Select the checkbox next to each category you want to search for devices listed under.
3. In the **CITC Technical Specifications** text box, enter all or part of the CITC Technical Specifications number matching the device specifications, then click [Search]. A list of specifications matching the number typed in the search field appears as shown in the figure above.
4. Select the checkbox next to each specification you want to search for devices listed under.
5. Click **Search**. The search results appear in the table at the bottom of the page as shown in the figure above.

**NOTE** You can click **Reset** to clear the information entered in the search fields.
INQUIRY AND TRACKING

The licensing and approval system for communications and information technology equipment enables organizations, companies and individuals using it to perform the following:

- Track the status of requests submitted
- Inquire about due invoices
- Inquire about conformity certificates printed previously

To access the Inquiry and Tracking section

- In the licensing and approval system for communications and information technology equipment homepage, from the horizontal link bar, click Inquiry and Tracking. The Query page opens.

The Query page is divided into two sections:

- Follow-up Requests
Follow-up Requests

In the Follow-up Requests section, the user can inquire about:

- Invoices
- Certificates
- Requests

Invoices Query

When the user submits a request for an e-service available on the CITC system, the system issues an invoice that covers fees determined for providing the service. Through the Invoices Query feature, the user can:

- Display a list of invoices paid, and a list of invoices due
- Display invoice details such as invoice number, service name, request number, and amount due.

To query an invoice

1. In the Query page (previous figure), at the bottom on the Follow-up Requests section, click Invoices Query. The List Invoices page opens.

The List Invoices page contains the two tabs: Unpaid and Paid. Each tab displays the following detailed information about each invoice:

- Invoice serial number
- Invoice number
- Invoice date
To display additional information about an invoice, click the icon [ ]. The **View Invoice** window opens that contains more detailed information such as the type of service requested and request number and date.

![Figure 138: View Invoice window](image)

The **List Invoices** page also provides the ability to filter invoices and search for a specific invoice in the **Filter** section at the top of the page.

**To filter invoices**

1. In the **Filter** section (next figure), enter the required information in one or more of the search parameters fields available (such as request number, invoice number, service name for which fees are payable, etc.)
2. Click **Filter**. Invoices matching the search parameters used appear either under **Unpaid** or **Paid** tabs according to status.
Figure 139: List Invoices page – Filter section
Certificates Query

The licensing and approval system for communications and information technology equipment enables users to query conformity certificates CITC issues for approved devices that the user requested to acquire and print previously.

Using the **Certificates Query** feature, the user can:

- Check a certificate date of expiry
- View and print a soft copy of the certificate

**To query a conformity certificate**

1. In the **Query** page (refer to the Inquiry and Tracking chapter introduction), in the **Follow-up Requests** section, click **Certificates Query**. The **List Certificates** page opens as shown in the figure below.

![Figure 140: List Certificates page](image)

The page **List Certificates** contains:

- The **Filter** section at the top of the page to help the user in filtering certificates and search for a specific certificate.
- The **Soft Copy** tab that display the following information about each certificate:
  - Certificate date of expiry
  - Certificate number of which you want to print another copy

2. In the **List Certificates** page, click the icon next to the certificate you want to query. A soft copy of the conformity certificate is displayed as shown in the following figure.
Figure 141: Conformity Certificate
User Guide

To filter certificates

1. In the Filter section (next figure), enter the required information in one or more of the search parameters fields available (such as conformity certificate print request date, or the certificate number you want to print again).
2. Click Search. Certificates matching the search parameters used appear.

Figure 142: List Certificates page - Filter section
Requests Query

The licensing and approval system for communications and information technology devices enables users to follow up on the status of CITC e-services requests they submit.

In the Requests Query section, the user can:

- Know the status of requests submitted
- View request details submitted

To query requests

- In the Query page (refer to the Inquiry and Tracking chapter introduction), in the Follow-up Requests section, click Requests Query. The List Requests page opens.

The List Requests page contains:

- The Filter section at the top of the page to help the user in filtering requests and search for a specific request.
- 4 tabs as follows:
  - Pending Tasks
  - Saved
  - In Progress
  - Closed

To filter requests

1. In the Filter section (next figure), enter the required information in one or more of the search fields available (such as request date or number or the type of service requested).
2. Click **Filter**. Requests matching the search parameters used appear.

**Figure 144: List Requests page - Filter section**

**Pending Tasks**

The **Pending Tasks** tab displays a list of pending tasks the request submitter should modify and resend to CITC officials through the system.

The **Pending Tasks** tab displays the following detailed information about each request:

- The number of the request submitted
- The service type requested by the user (such as customs releasing, conformity certificate request, device approval request, etc.)
  - The status of the request, through which the user can, for example, know the information and documents required by the competent official to finish the request (such as providing clearing evidence)
You can click the request number to view details.

**Saved requests**

The **Saved** tab displays the requests the user created but didn’t still didn’t send to system administrators.

The **Saved** tab displays the following detailed information about each request:

- The number of the request submitted
- The service type requested by the user (such as customs releasing, conformity certificate request, device approval request, etc.)
- The date the user created and saved the request
You can click the request number to view details.

Requests in progress

The In Progress tab displays a list of requests under scrutiny by competent officials.

The In Progress tab displays the following detailed information about each request:

- The number of the request submitted
- The service type requested by the user (such as customs releasing, conformity certificate request, device approval request, etc.)
- The status of the request, through which the user can know actions taken by the competent official. The request can be (in review, under technical survey, not viewed so far, etc)
- The date the user created the request
You can click the request number to view details.

Closed requests

The Closed tab displays a list of requests resolved (whether accepted or rejected).

The Closed tab displays the following detailed information about each request:

- The number of the request submitted
- The service type requested by the user (such as customs releasing, conformity certificate request, device approval request, etc.)
- The status of the request; accepted or rejected
- The date the user created the request
Figure 148: List Requests page – Closed requests

You can click the request number to view details.
Conformity Certificate Check

To check a conformity certificate

1. In the Query page, in the Conformity Certificate Check section, enter the following required information:
   - Certificate number
   - Requester name in Arabic
   - Device model in English
   - Device manufacturer in English

![Figure 149: Query page – Conformity Certificate Check section](image)

2. After entering the required information, click Matching.
   - If a conformity certificate exists, the Certificate Available message appears.
   - If there is no conformity certificate for the device, the Certificate Unavailable message appears.
The CITC licensing and approval system for communications and information technology equipment provides contact information such as international phone and fax numbers and P.O. Box to enable any registered or unregistered individual or organization to contact CITC. The system also provides the ability to send suggestions or inquiries to site administrators.

**To access the Contact Us page**

- In the licensing and approval system for communications and information technology equipment homepage, from the horizontal link bar, click **Contact Us**.

![Figure 150: The licensing and approval system for communications and information technology devices homepage](image)

The **Contact Us** page is divided into two sections:

- The first section on the left side of the page includes a list of all the phone numbers (local and international) in addition to fax numbers and P.O. Box address.
- The second section, **Send Feedback**, is where the user can send his feedback, suggestions and inquiries to CITC officials.

**To send feedback/questions to site administrators**

1. In the **Contact Us** page (next figure), in the **Send Feedback** section, enter your personal information such as your name and the email address where the answer to your feedback questions is sent.
2. From the **Category** dropdown list, select the type of feedback/question you want to send to site administrators.

3. In the **Subject** text box, write a subject for your message.

4. In the **Description** text box, write the subject of your message in detail.

**NOTE**

You have to enter all required information in the fields marked by the asterisk symbol (*). These fields are required, which means the feedback/questions cannot be submitted without this information.

5. Click **Send**.

**NOTES**

- If you have a system account, your name and email address associated with your account are filled automatically.
- You can also send your feedback/questions from the **Contact Us** section on the licensing and approval system for communications and information technology devices homepage. For more information about this section, refer to section **Contact Us** in the first chapter titled **Homepage**.