

User Guide: Beneficiary (Student, Teacher, Parent)

Consult Mawhiba “Shawer”

Access to Service



Via the Website

You can register on the website via any tablet or personal computer and go to the website:

www.mawhiba.org



Via Mobile Application



Steps

1

Log on to Mawhiba website

2

Click on Consult Mawhiba
"Shawer" link

3

Click on the "Request
Consultation".

4

Enter your consultation

5

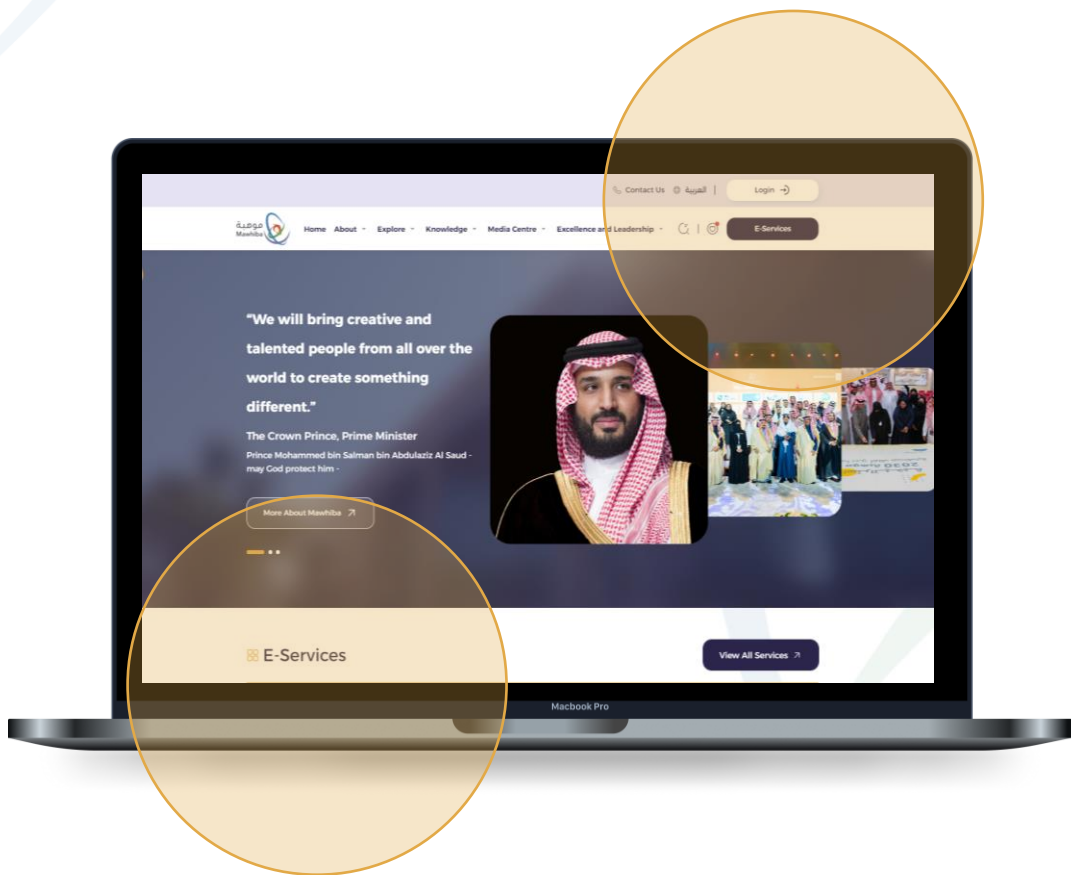
Modify your Consultation
Request and follow-up

We wish you a distinguished digital experience

Application Steps

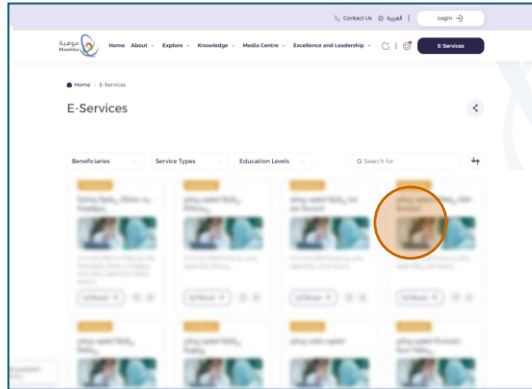
1 Log in through Mawhiba website: www.mawhiba.org

- From the homepage you can select the “E-Services” Button.

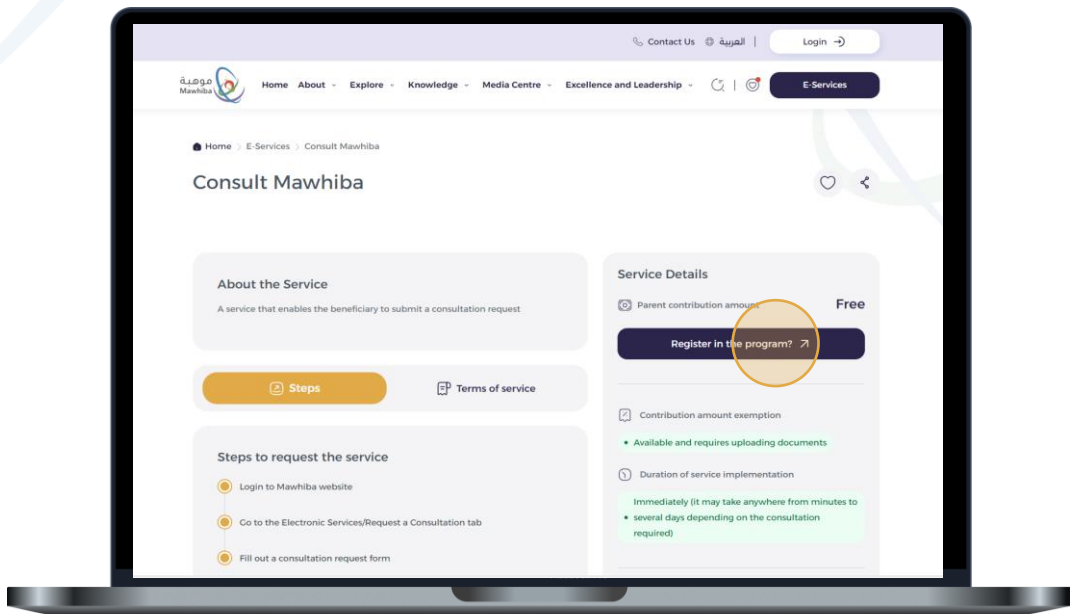


2 Access to Shower Service

- On the E-Services screen
Click on The service Link



- Then Click on (**Register**) Button.



3 Submit a "Consultation Request"

- From the first screen click on the "Request Consultation" button.
- By clicking on it, the terms of service will appear to agree on.
- Click Agree to be transferred to the Consultation Form



4 Type your Consultation Details


- Start entering your consultation details in the application form.
- Specify your capacity as a questioner, whether you are a student, teacher or parent, and specify the relationship and scope of the consultation.
- Enter the title, details and category of your consultation.
- Click on the "Submit Consultation Request" icon.
- You will then see a message confirming the successful submission (your consultation request has been received)

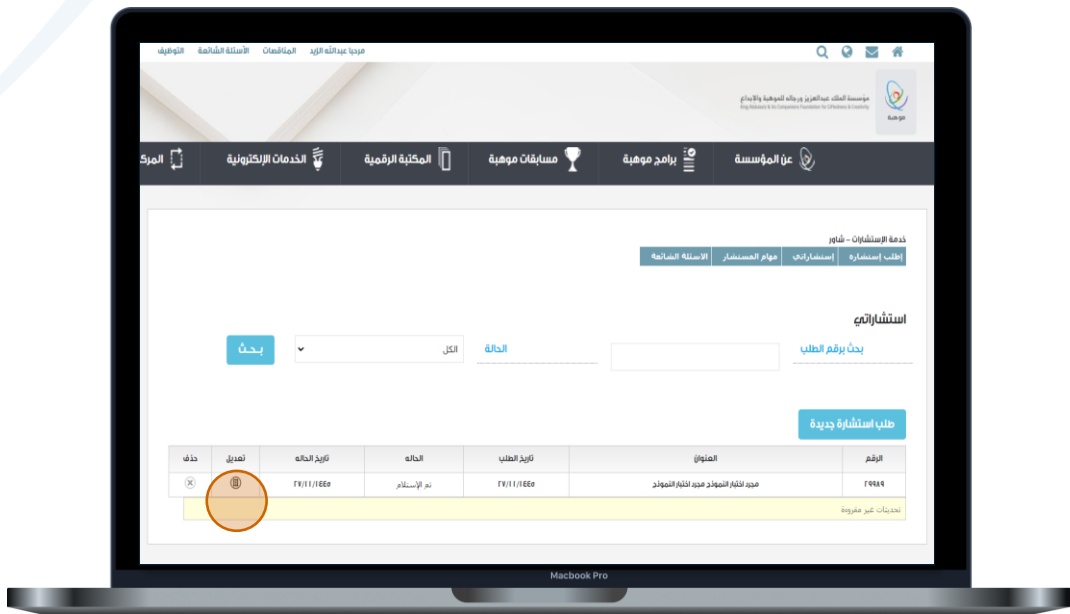
The screenshot shows the 'طلب استشارة' (Request for Consultation) form on the Mawhiba website. The form is divided into two main sections: 'البيانات الشخصية' (Personal Information) and 'بيانات الاستشارة' (Consultation Information). In the 'البيانات الشخصية' section, there are fields for 'الاسم' (Name), 'رقم الهوية' (ID Number), 'رقم الجوال' (Mobile Number), 'صفحة الميائل' (Preferences Page), 'الجنس' (Gender), and 'العمر' (Age). There are also radio buttons for 'طالب' (Student), 'معلم' (Teacher), and 'والد' (Parent). In the 'بيانات الاستشارة' section, there are fields for 'العنوان' (Address) and 'ملاحظات الاستشارة' (Consultation Notes). A red circle highlights the 'إرسال طلب الاستشارة' (Submit Consultation Request) button at the bottom right of the form.

✓ Note

To access the consultation request form screen, you must log in to your account on the Mawhiba website. If you do not log in, the system will ask you to log in before allowing you to access the form.

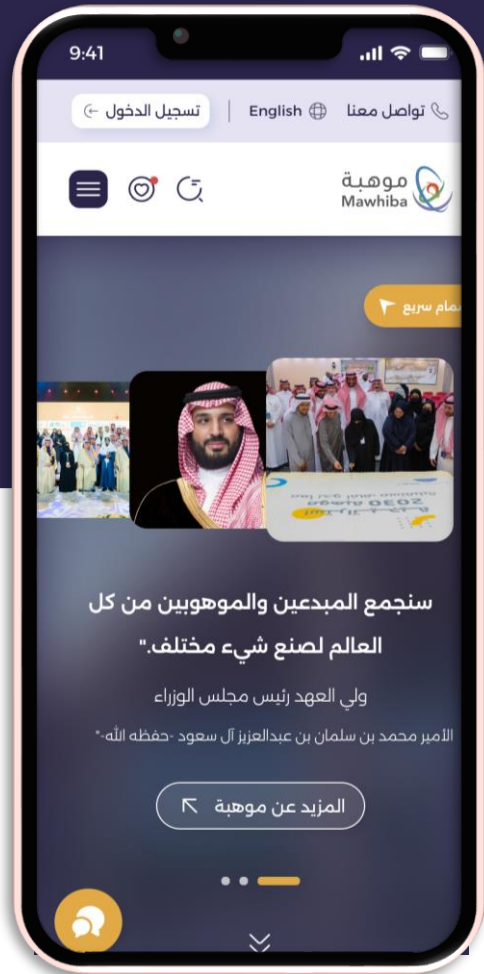
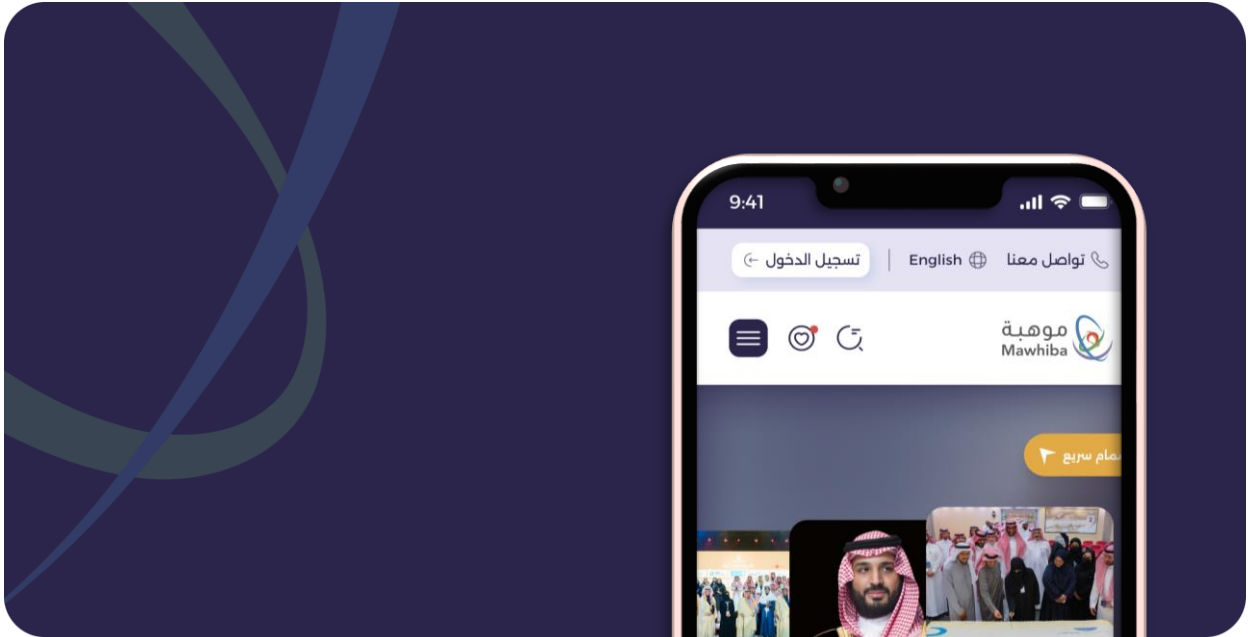
5 Modifying the Consultation Request and following up on its Status

- You can follow the status of your consultation request through the “My Consultations” icon at the top of the screen.
- Click on it to show you a list of the consultation requests you have submitted and the status of each one.
- To edit the consultation, click the edit icon  in front of the consultation you want to edit, edit the required data, then click the “Update” icon.



✓ Note

Modification of new consultation data is allowed before the system administrator begins responding to it. After that, modification is not possible and a new consultation can be submitted.



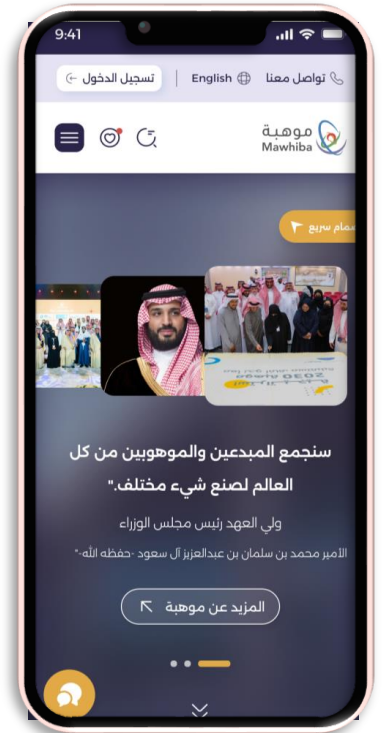
Steps to use the Service

From Mawhiba App for Smart Devices

Request Steps

1 Log in to the Mawhiba App for Smart Devices

- From the home page you can select the “Electronic Services” icon.
- Then click on the “Shawer Service” link from the sub-menu under Guidance and Counseling Services.

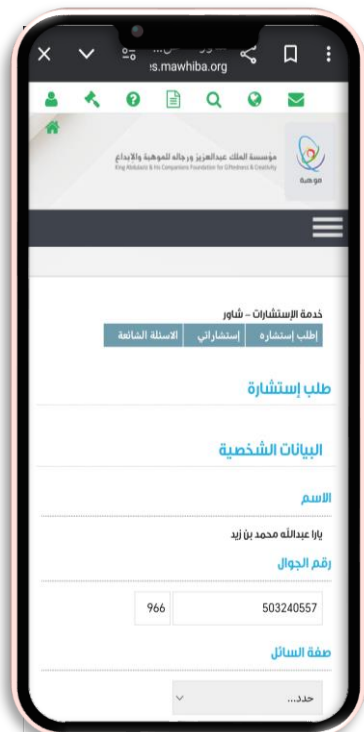


2 Access to Shawer Service

- By clicking on the service link, the first screen of the service will appear.

3 Submit a "Consultation Request"

- From the first screen you can click on the "Request Consultation" icon.
- By clicking on it, the terms of service will appear for you to agree on.
- Click Agree to the terms and conditions to be transferred to the consultation form



4 Enter your Consultation Details

- Start entering your consultation details in the application form.
- Specify your status as a questioner. Are you a student, teacher or guardian?
- Enter the title, details and category of your consultation.
- Click on the "Submit Consultation Request" icon.
- Then, you will see a message confirming the successful submission (your consultation request has been received)



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We wish you a Distinguished Digital Experience



www.mawhiba.org

