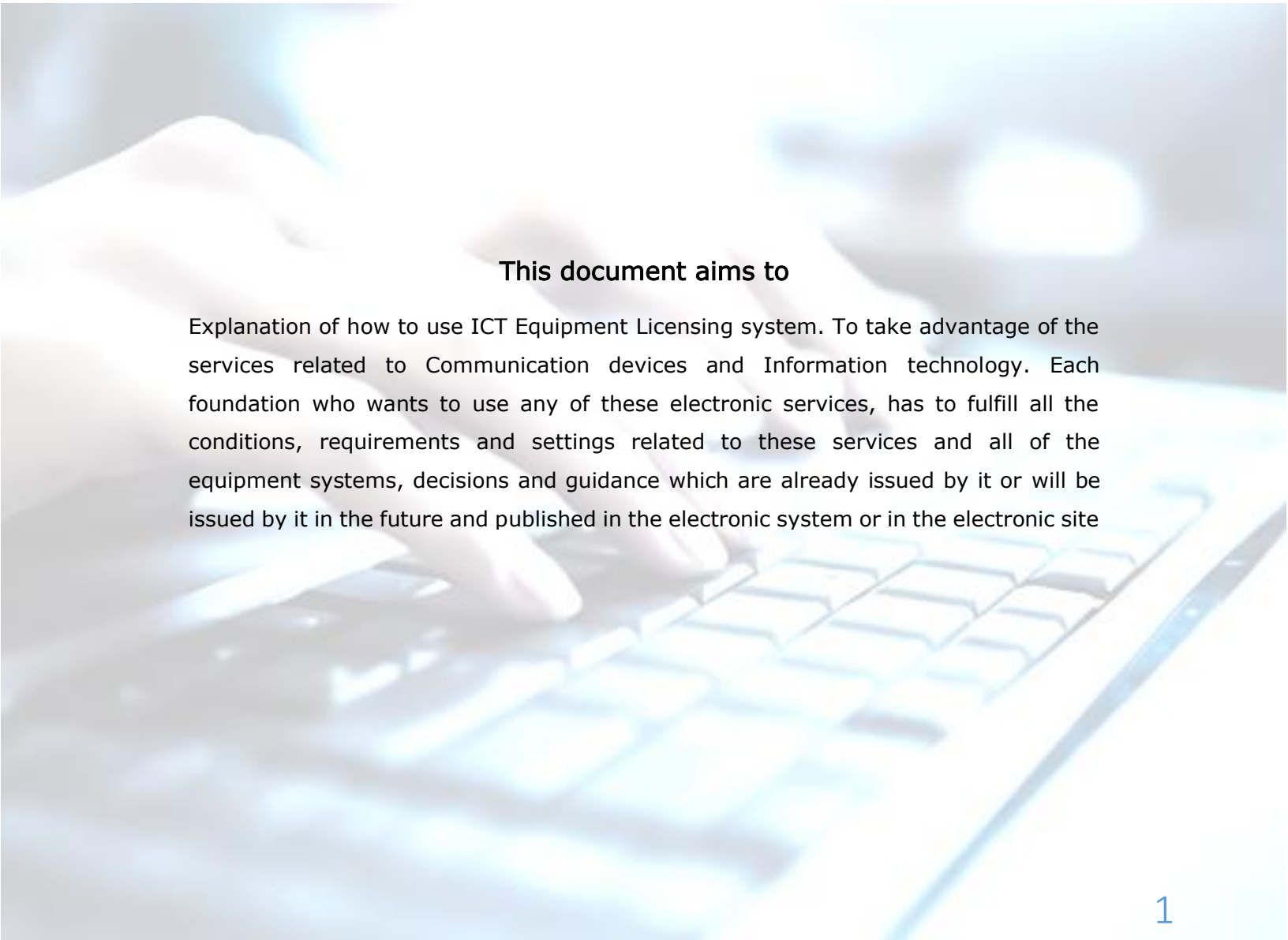
هيئة الاتصالات وتقنية المعلومات
Communications & Information Technology Commission

User Guide for

CITC 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

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PREFACE

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 highlights the system's different screens and explains how to use them 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

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.

Chapter Title	*Chapter Overview*
Homepage	This chapter provides a simplified description of the functions and links available on the CITC homepage.

Registration	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.
E-Services	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.
Approved Devices	This chapter explains to users how to search for devices approved by CITC and registered on the system.
Inquiry and Tracking	Through this chapter, users will know how to track their requests and inquire regarding bills and certificates.
Contact Us	This chapter explains to users how to contact CITC and send their suggestions and inquiries to website administrators using the Contact Us page.

Document Conventions

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

Convention	*Description*	*Example*

Bold	Represents: • Names of user interface elements such as names of buttons, dialog boxes, lists, menus, tabs, sections, etc. • User input such as text the user types in a box.	In the **Registration page**, click **Government Entity Registration**.

HOME PAGE

The licensing and approval system for communications and information technology equipment home page is classified into several 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.

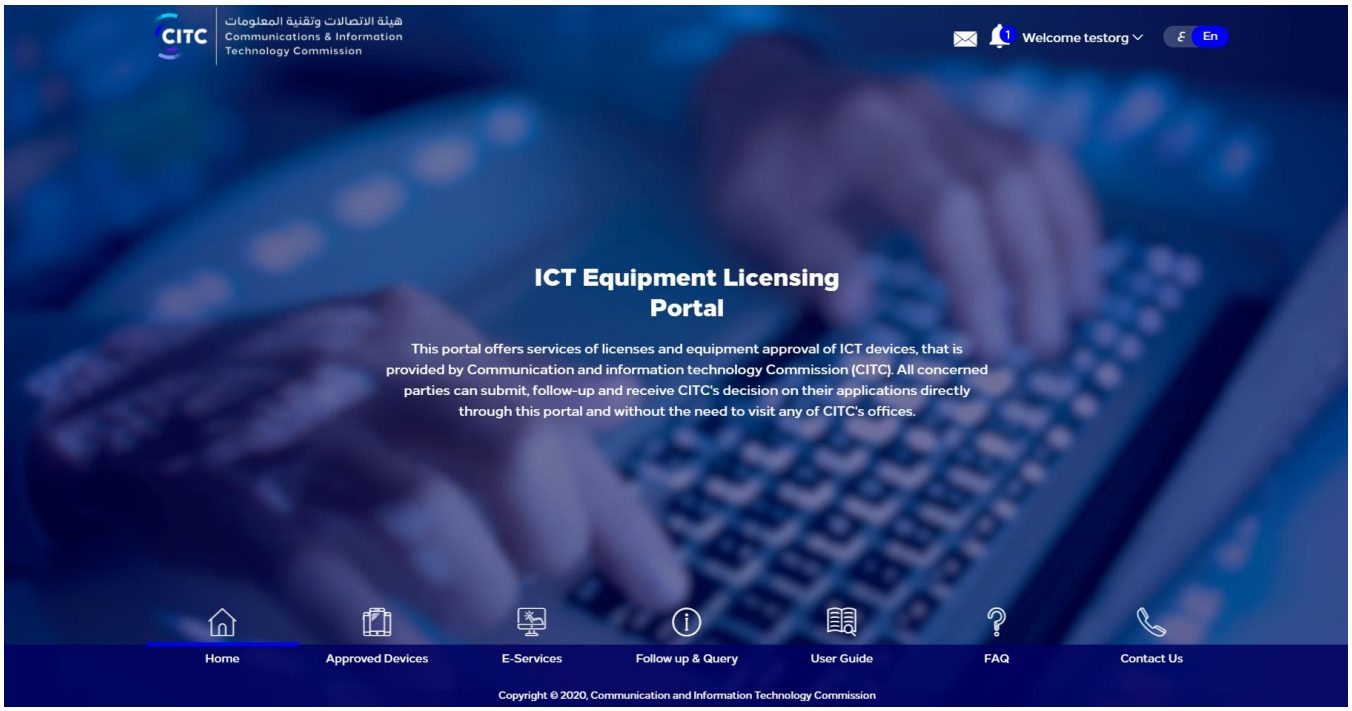

Figure 1: Licensing and approval system for communications and information technology devices homepage

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 must create their own system account.

To create a new account on CITC system

- 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 username or password, an error message appears to correct the information. • If you entered the wrong username or password for more than 9 times, the system would 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 username 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.

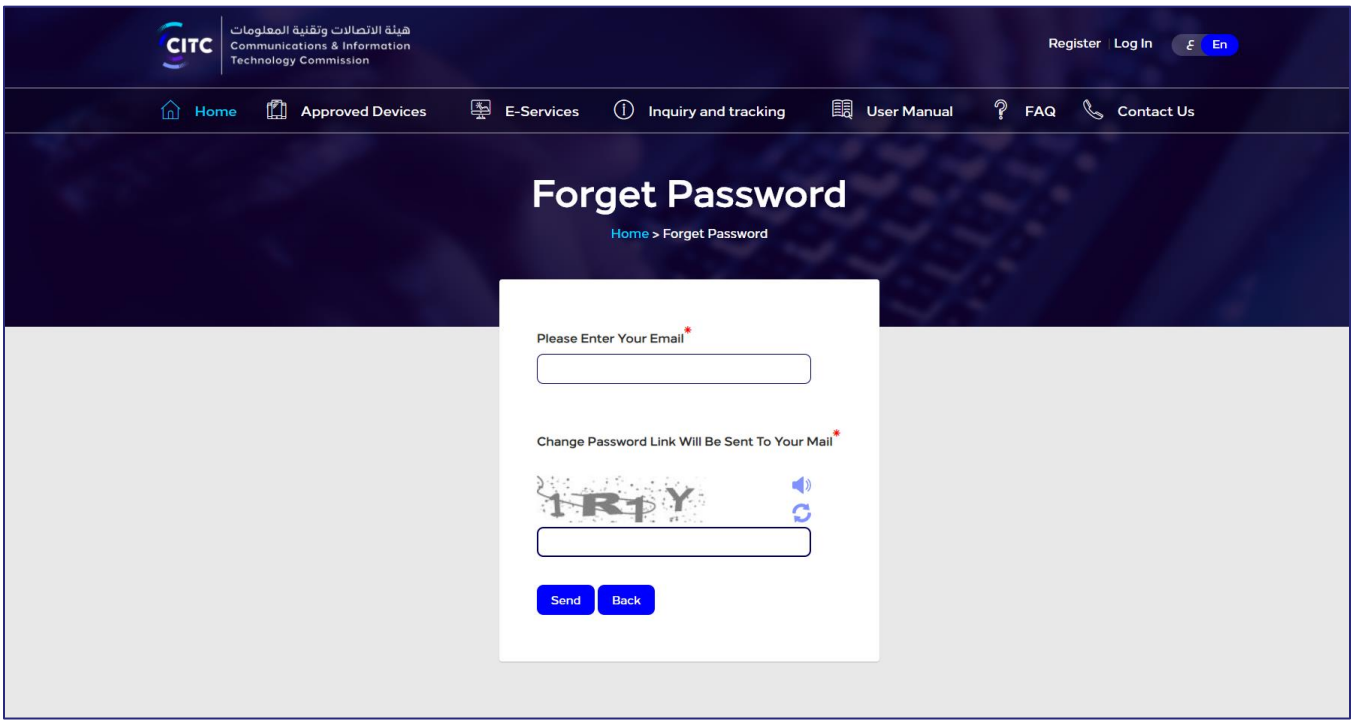

Figure 2: Forget Password page

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.

NOTE	You can click **Back** to return to the homepage.

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 links 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**.

REGISTRATION

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 must 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 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.

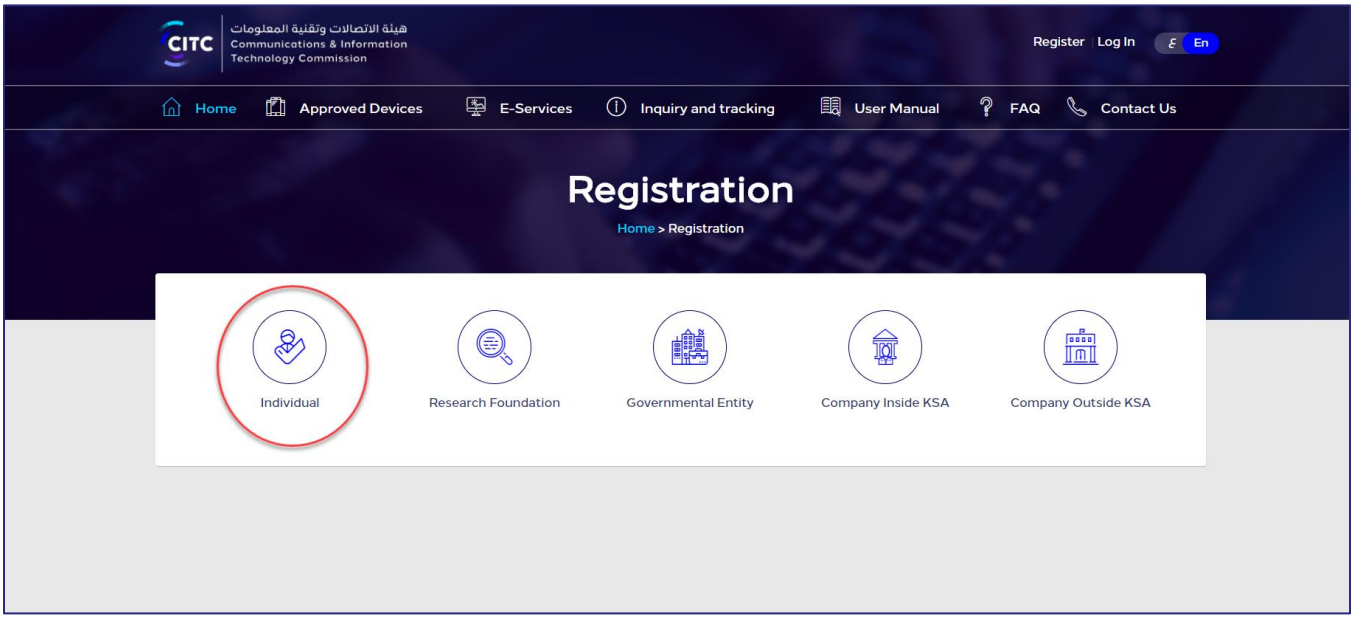

Figure 3: Registration page

2. In the **Registration** page (previous figure), click **Individual Registration**. The page **Individual** opens to register individuals.

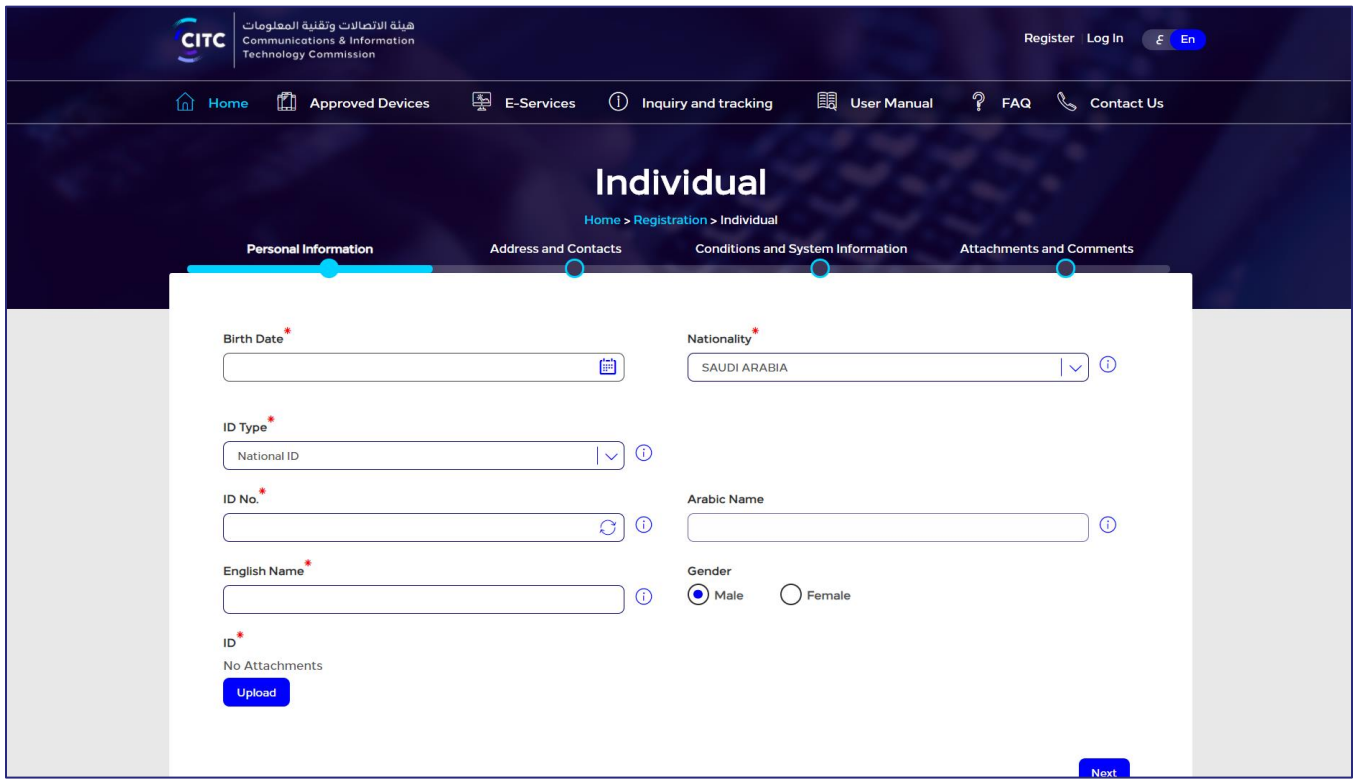

Figure 4: Individual Registration

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 must 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.

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.

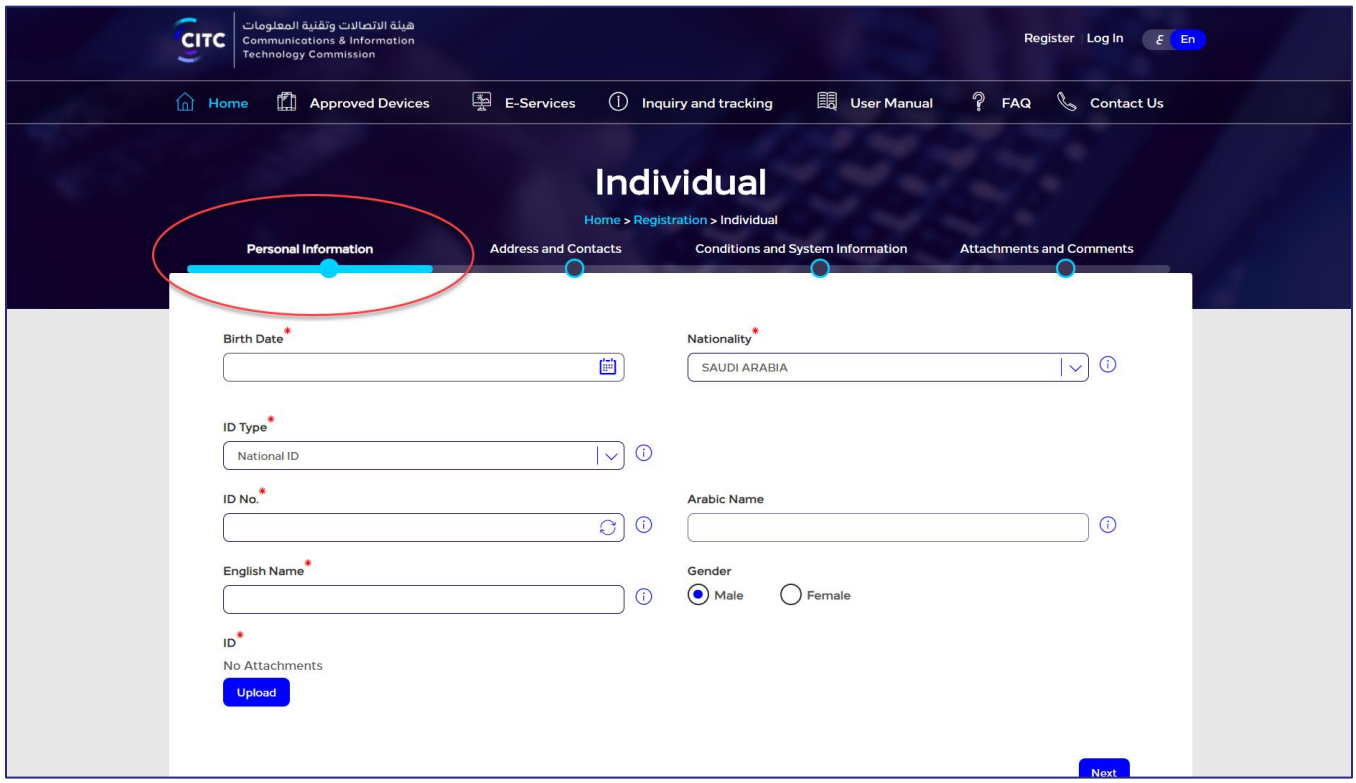

Figure 5: Personal Information

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.

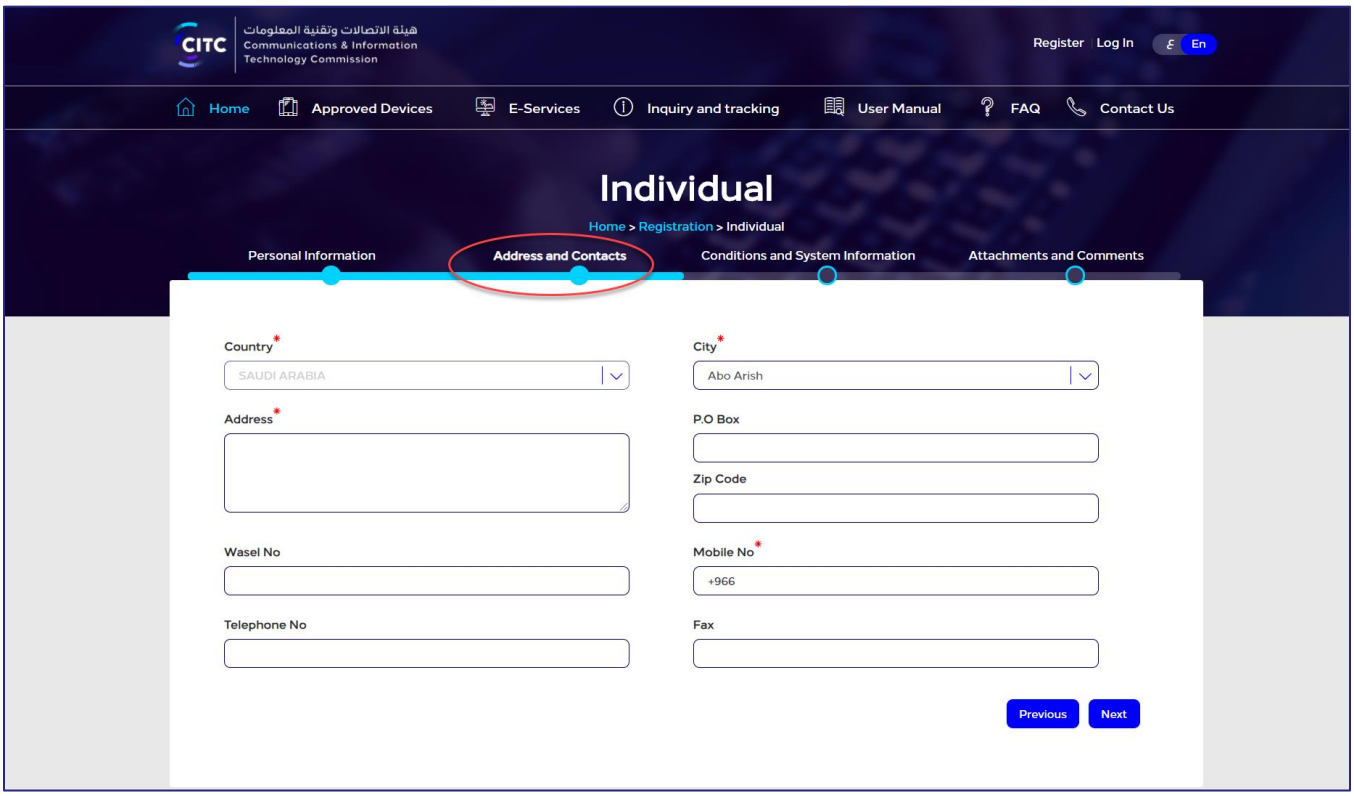

Figure 6: Address and Contact Information

To add your address

- Through "**Address and Contacts**" section, enter your contact information such as Country, Address, City, Mobile Number, etc.

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 Username, 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.

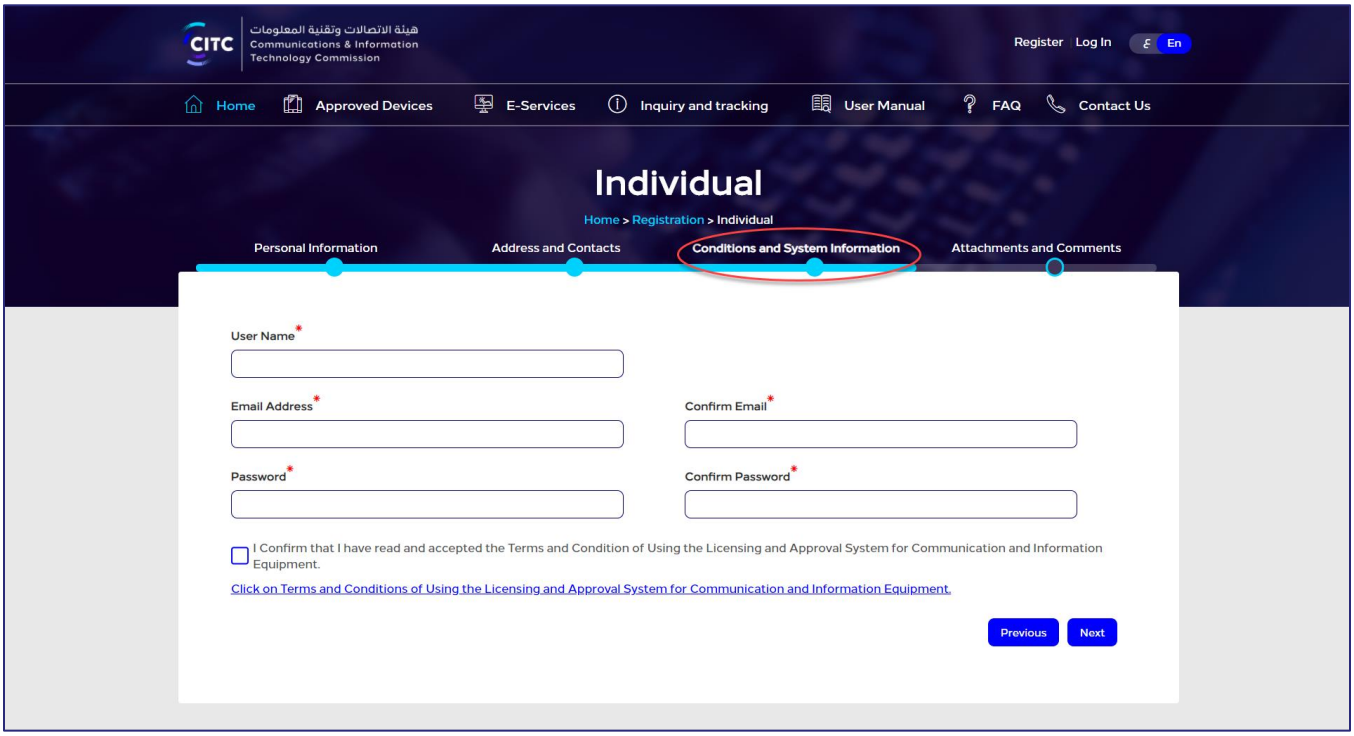

Figure 7: Credentials Information, Conditions and System Information

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.

Attachments and Comments

In the **Attachments and Comments** section, you can upload any other documents related to you and your activities. Moreover, you can enter any comments or notes regarding the account you created.

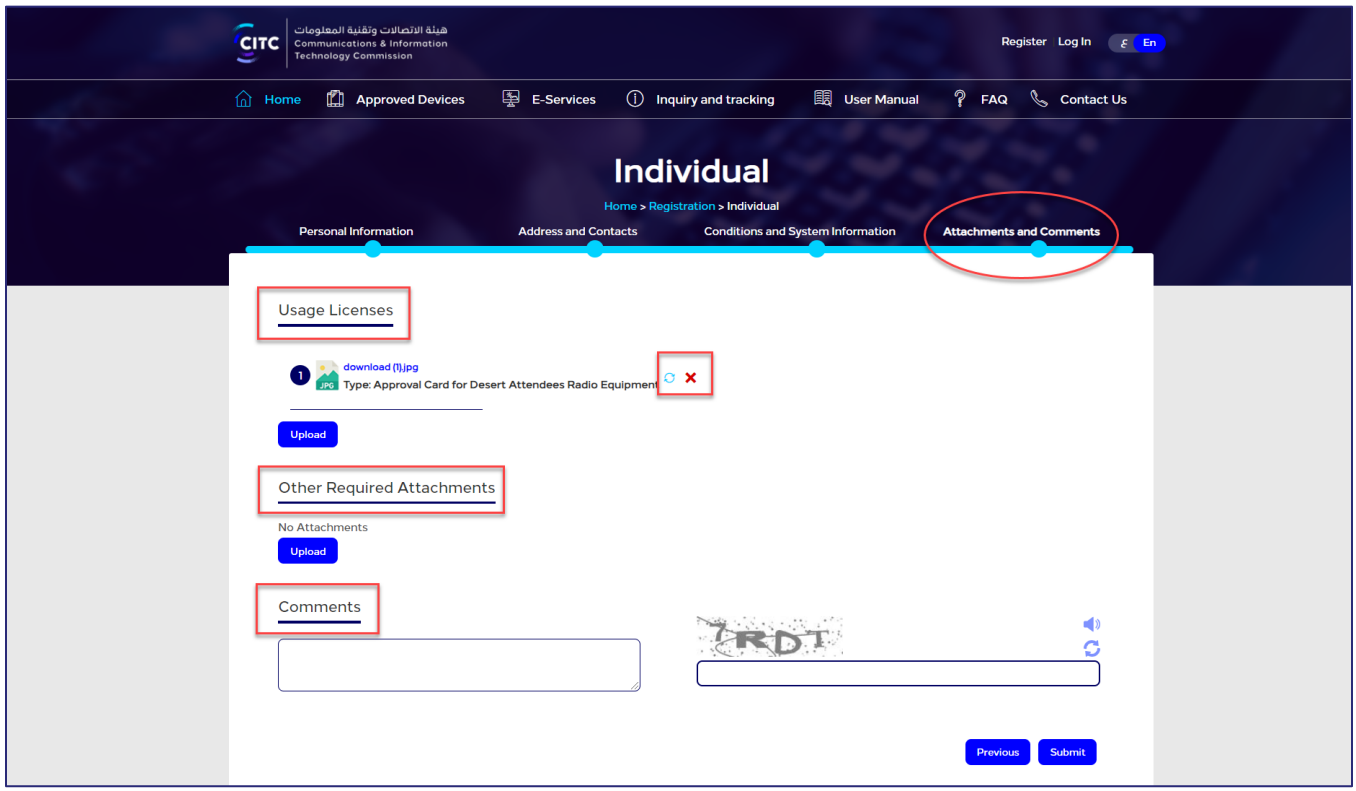

Figure 8: Upload Attachments and Add Comments

To upload attachments and add comments

1. In the **Attachments and Comments** section, under **Usage Licenses**, click **Upload**. The **Usage License** pop-up window opens.

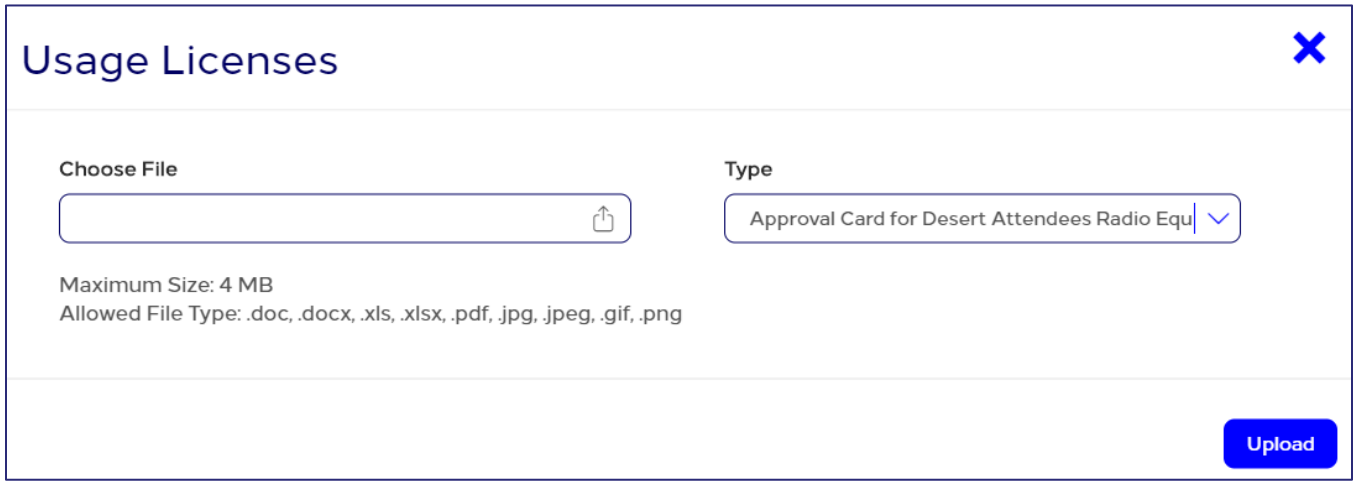

Figure 9: Usage License pop-up window

2. On **Usage License** Pop-up window, in **Type** drop-down list, select the file type you need to upload.

3. Under **Choose File**, click icon and navigate your PC to the needed file.
4. In the **Comments and Attachments** section, under **Other Required Attachments**, click Upload and repeat the previous steps to upload the required files.
5. In the **Comments and Attachments** section, under **Comments**, add your comment.

After you finish entering all required information for creating an individual account, click **Submit** at the bottom on the **Individual** 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. 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 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 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.

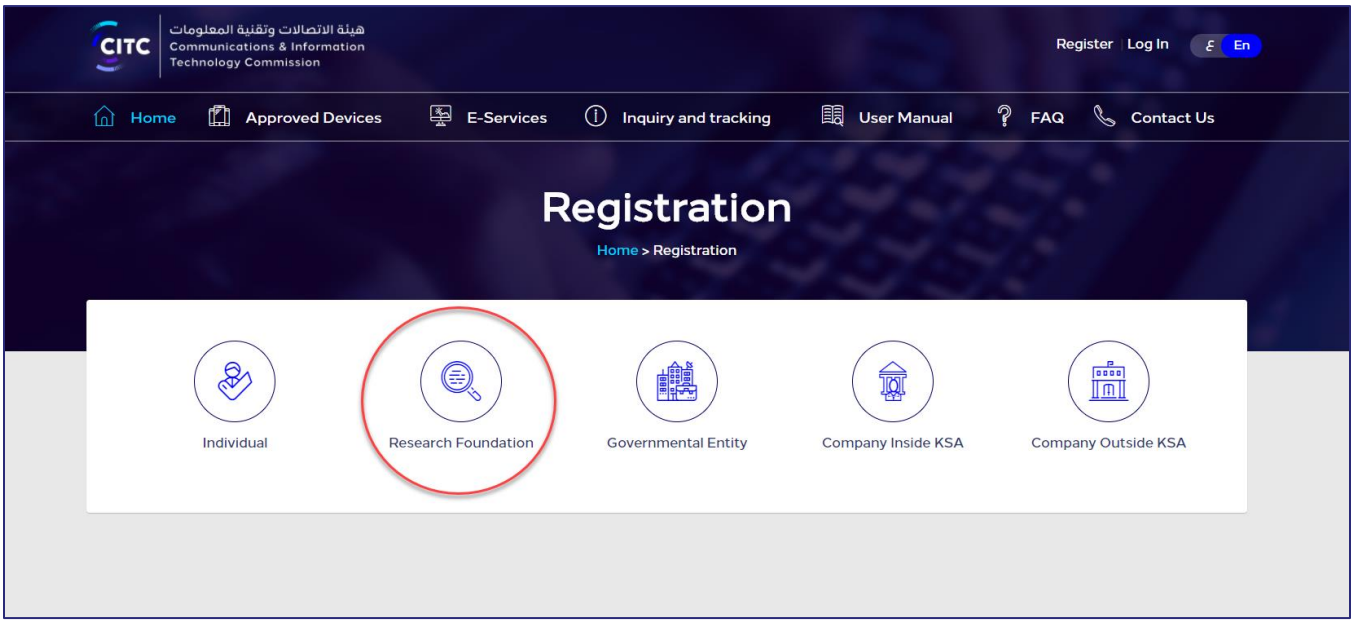

Figure 10: Registration page

2. In the **Registration** page (previous figure), click **Research Foundation Registration**. The page **Organization** opens to register a research foundation.

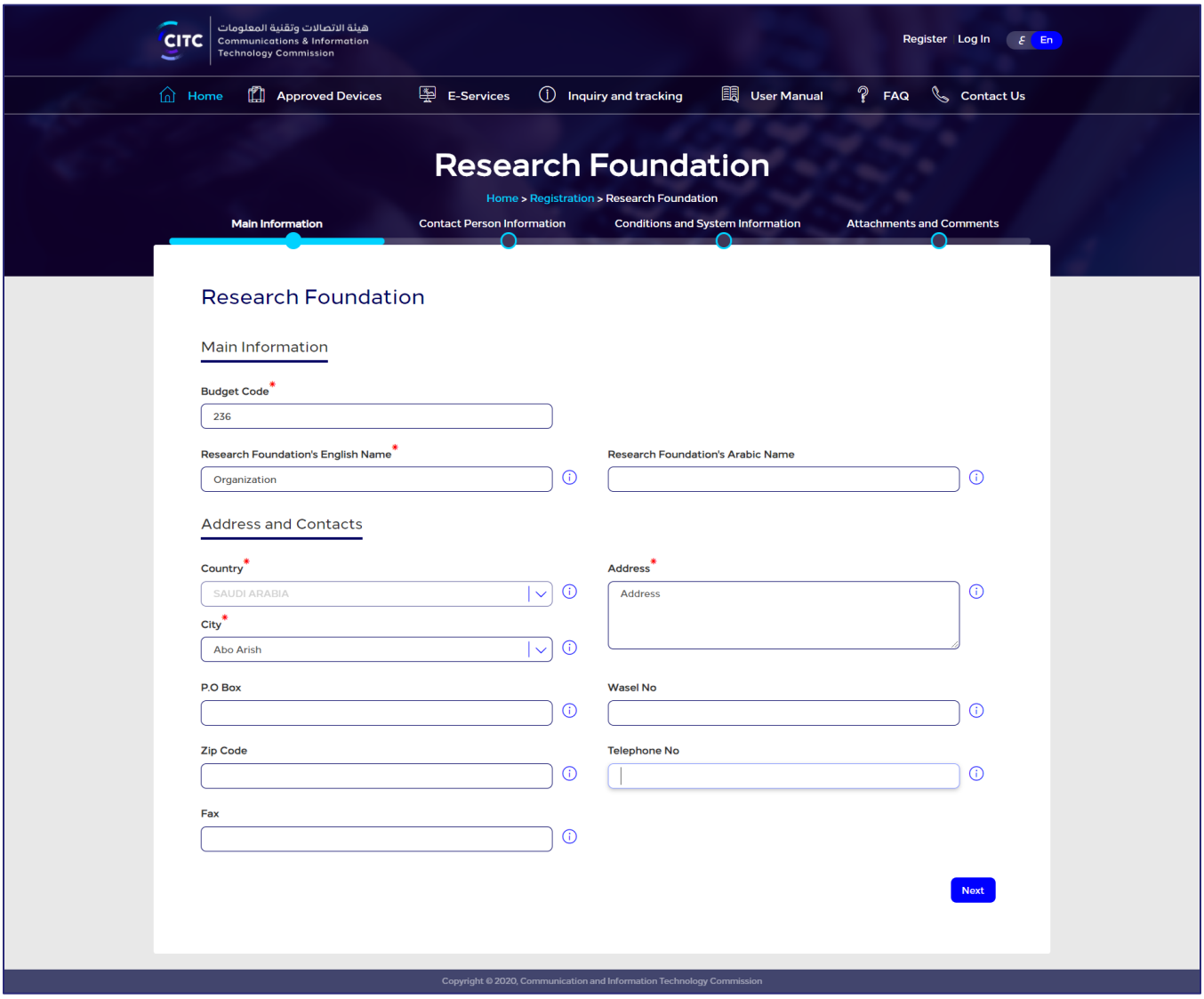

Figure 11: Research Foundation Registration page

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
    - Contact Person Information
    - Conditions and System Information

- Attachments and Comments

NOTE	In the following sections, you must 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.

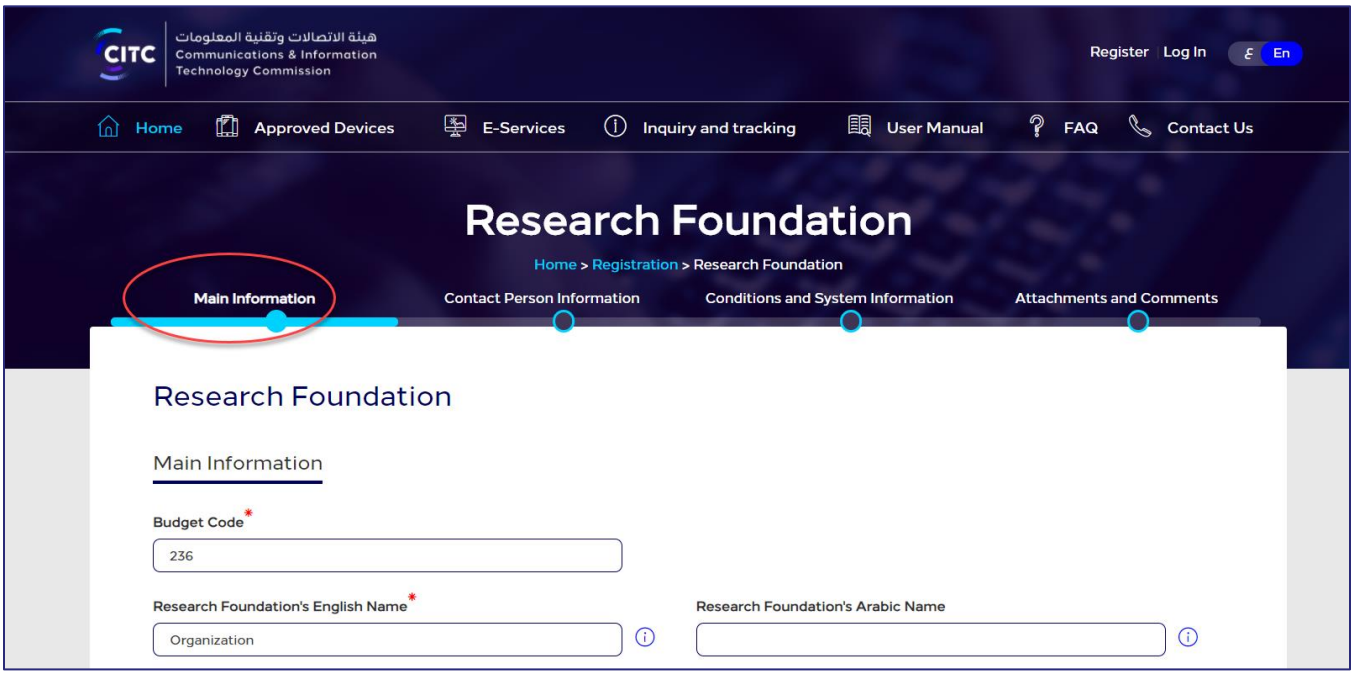

Figure 12: Main Information section

Address and Contact Information

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

To add a research foundation address

- In the **Main Information** section, under Address and Contacts, enter the detailed address and contact information (phone and fax) of the research foundation.

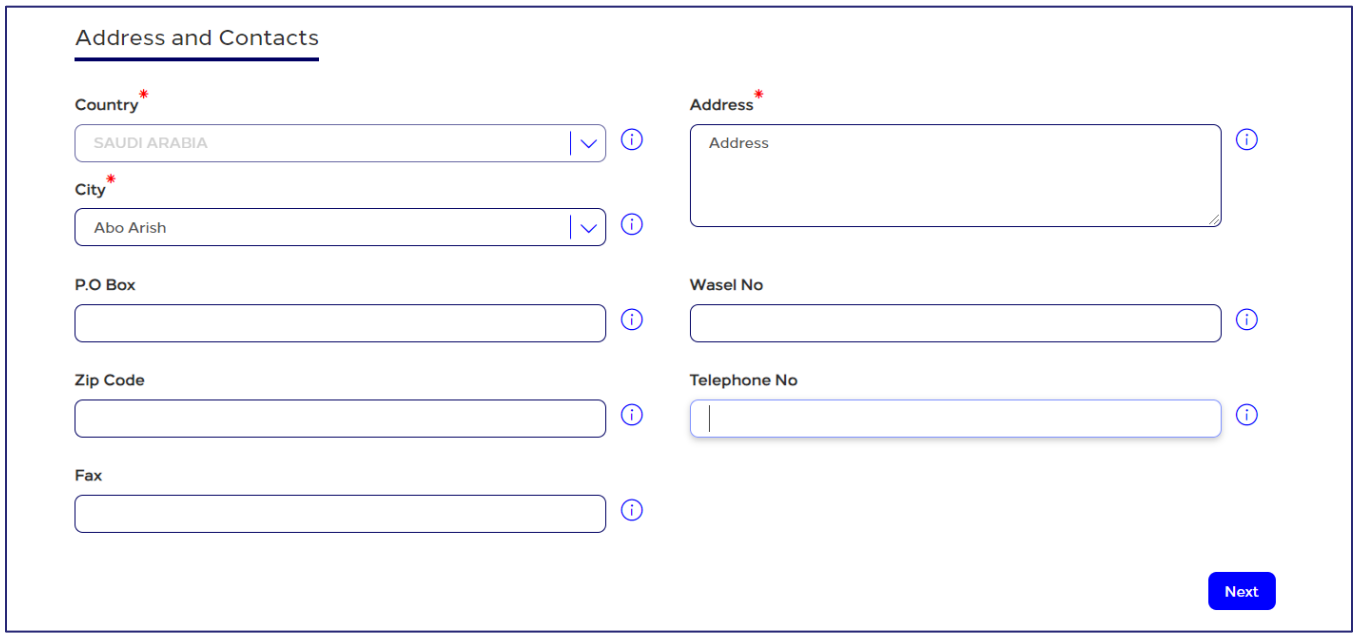

Figure 13: New Address and Contact Information window

Contact Person Information

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

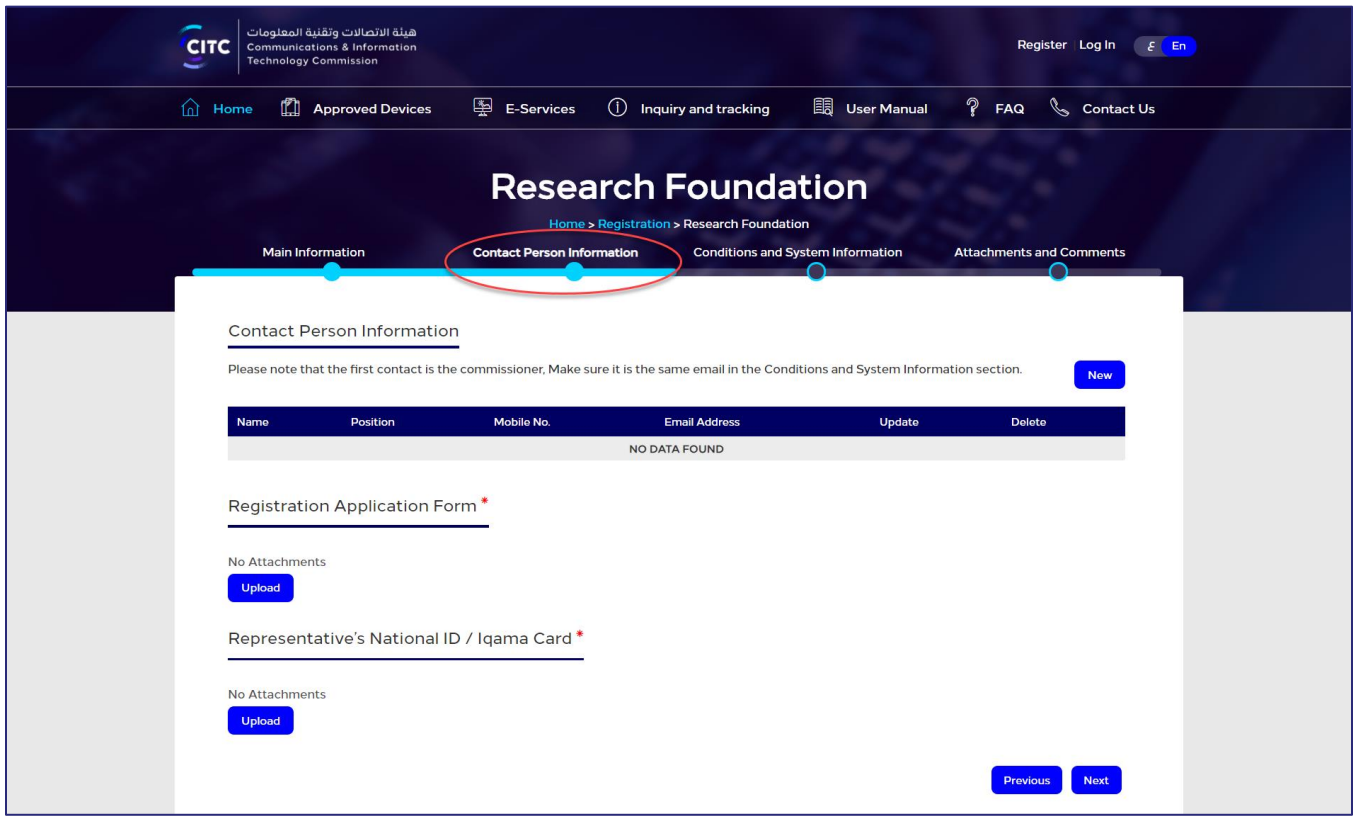

Figure 14: Contact Person Information section

To add a contact person information

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

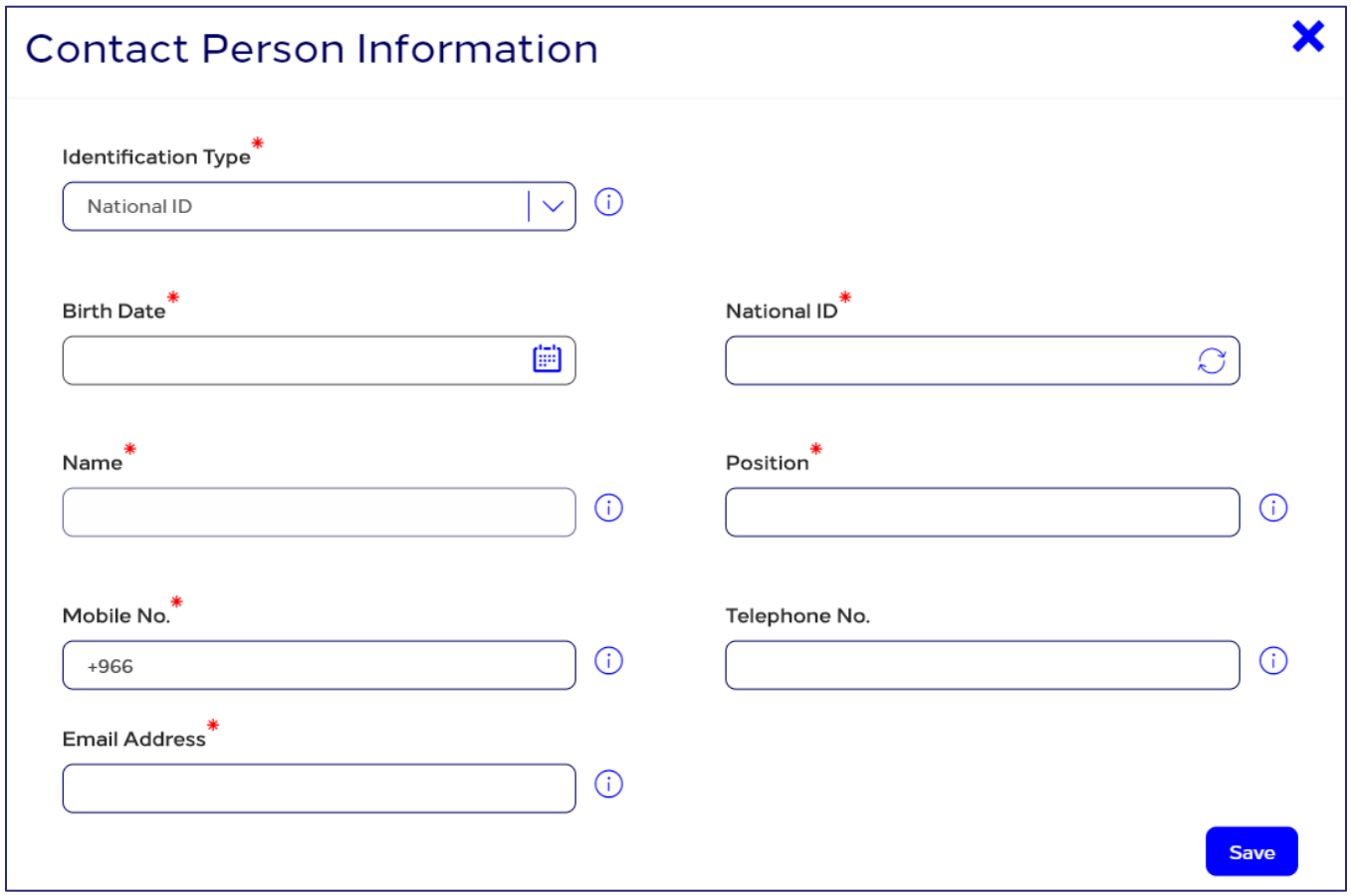

Figure 15: New Contact Person Information window

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 . You can also delete the contact person information entirely by clicking .

Conditions and System Information

In the **Conditions and System Information** section, you can enter information required for website access such as Username, 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.

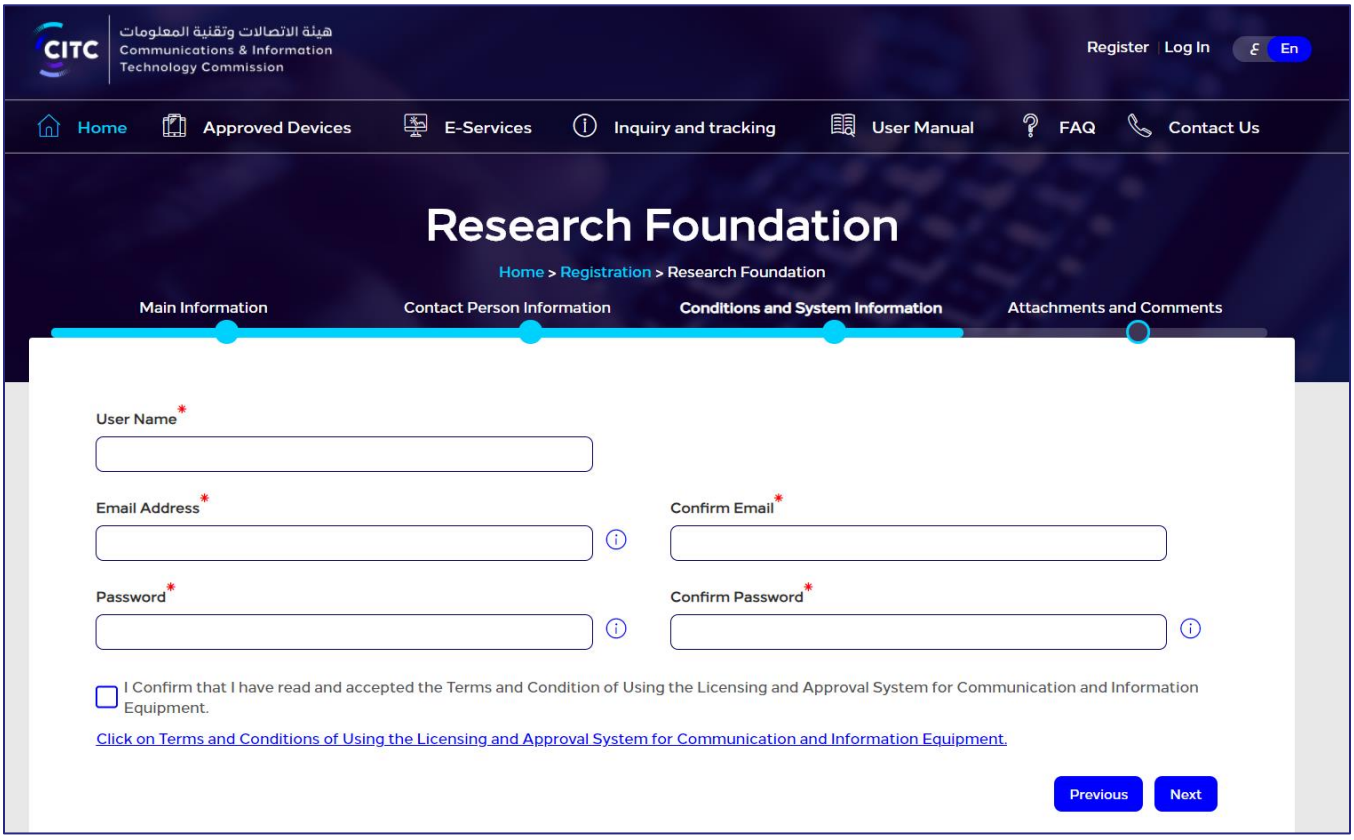

Figure 16: Credentials Information, Conditions and System Information section

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

Attachments and Comments

In the **Attachments and Comments** section, you can upload other documents related to the research foundation activity as well as upload the files of the government documents for the research foundation. Also, you can add any comment regarding your created account.

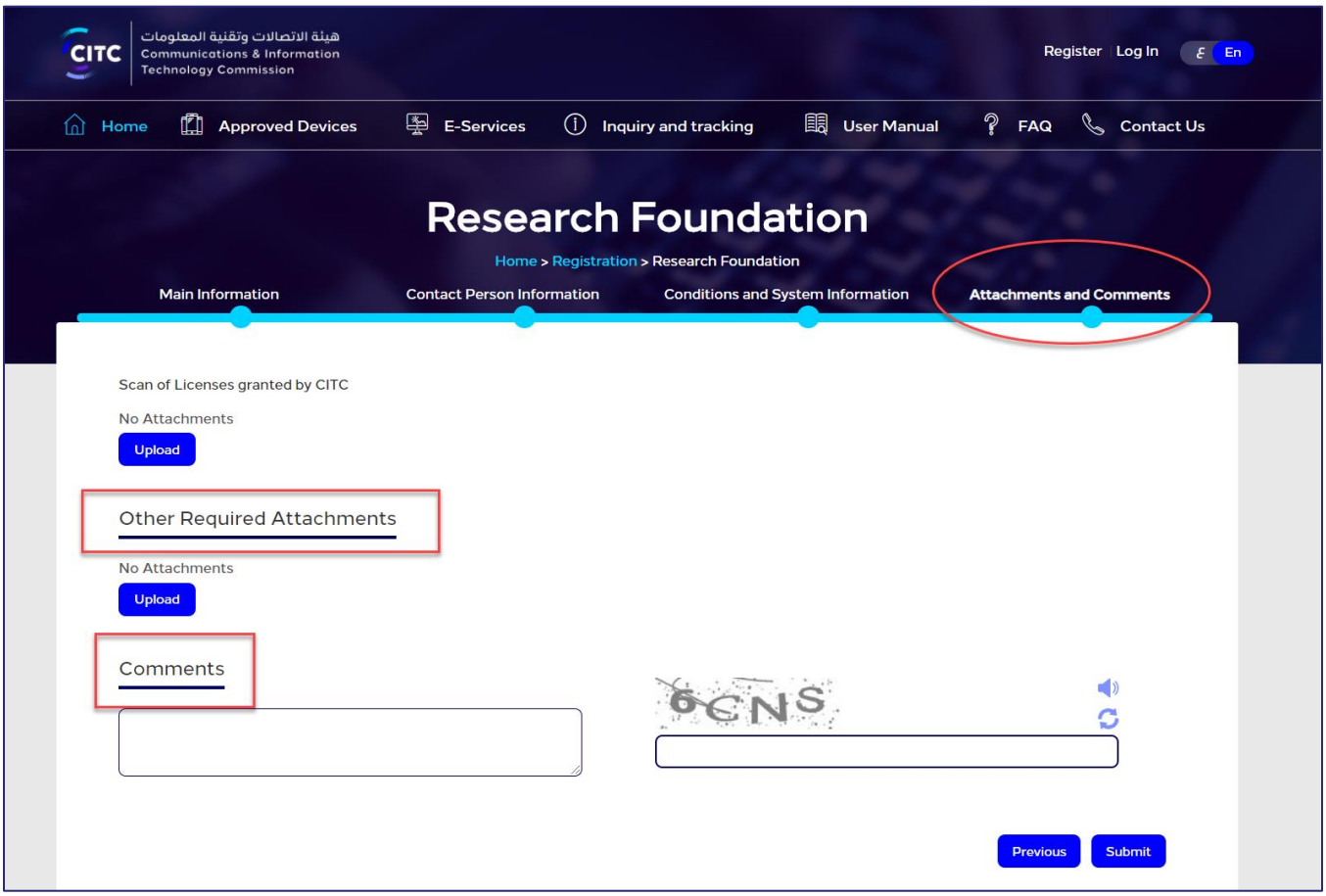

Figure 17: Other Required Attachments section

To upload other required attachments

1. In the **Comments and Attachments** section, under **Other Required Attachments**, click **Upload**. The **Other Required Attachments** window opens.

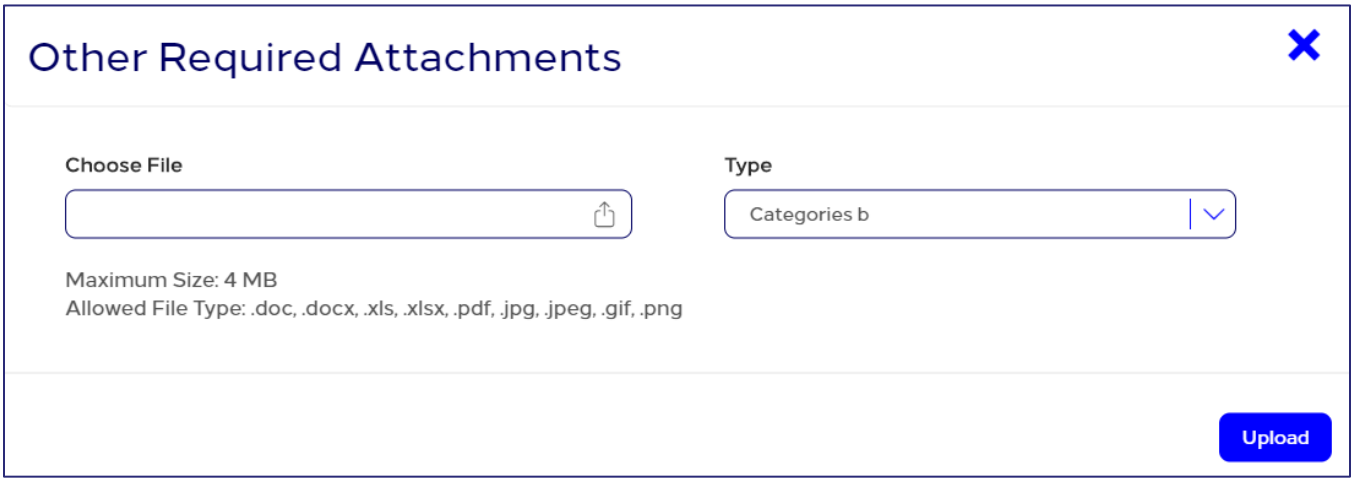

Figure 18: Other Required Attachments window

2. In **Other Required Attachments** window, in **Type** drop-down list, select the file type you need to upload.
3. Under **Choose File**, click icon and navigate your PC to the needed file.
4. In the **Comments and Attachments** section, under **Commitment**, click **Upload** and repeat the previous steps to upload the required files.
5. In the **Comments and Attachments** section, under **Comments**, add your comment.

After you finish entering all required information for creating a research foundation 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. 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 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.

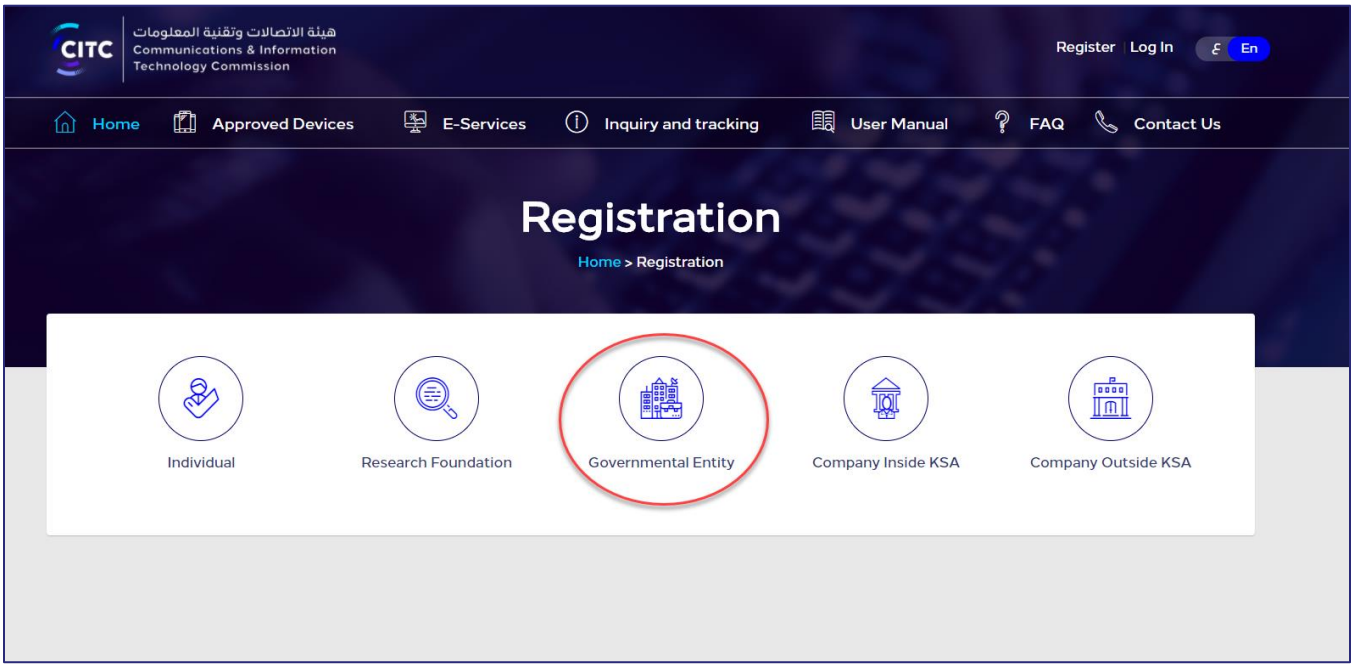

Figure 19: Registration page

2. In the **Registration** page (previous figure), click **Government Entity Registration**. The **Organization** page opens to register a government entity.

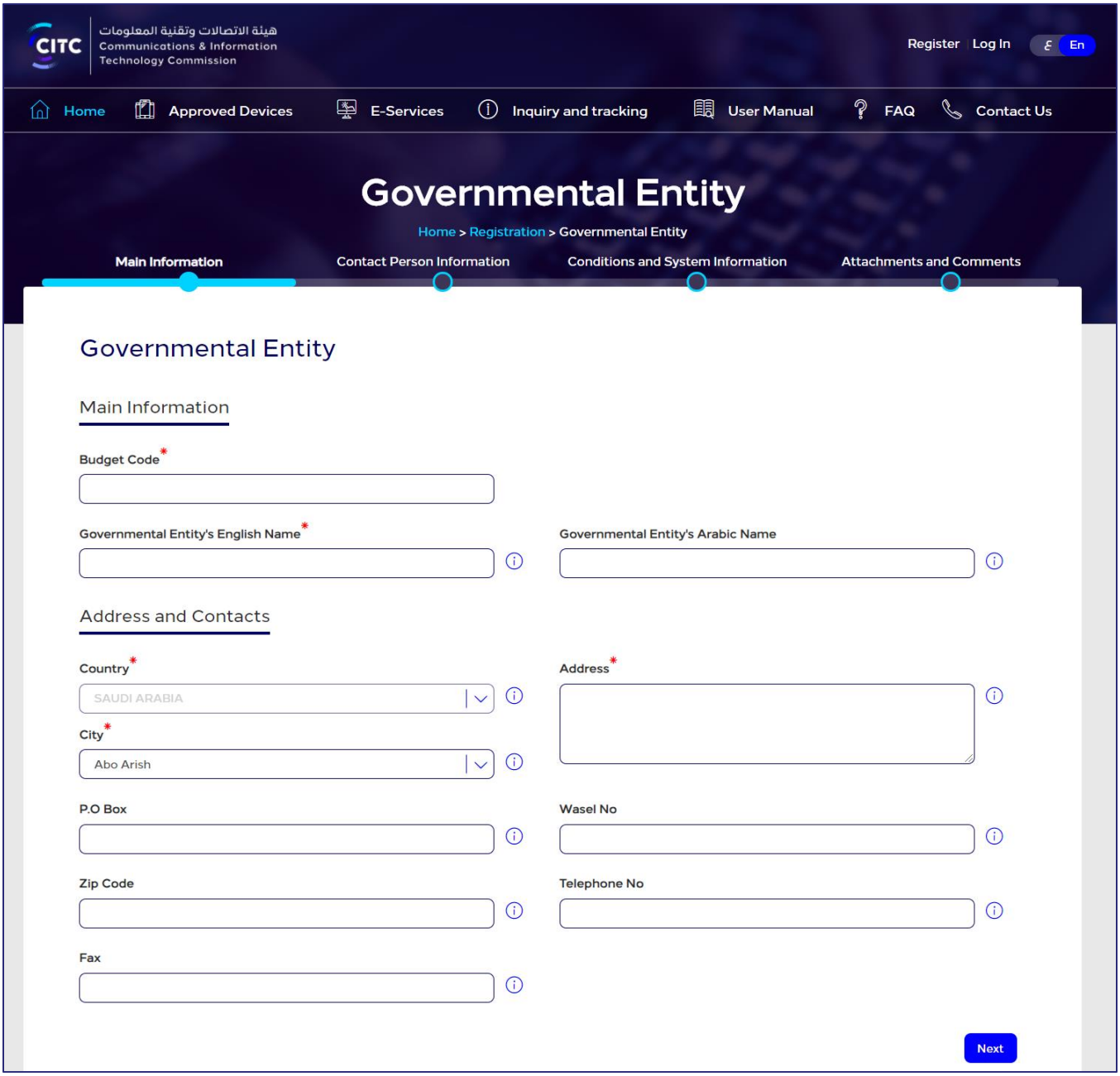

Figure 20: Government Entity Registration

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
- Contact Person Information
- Conditions and System Information
- Attachments and Comments

NOTE	In the following sections, you must 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.

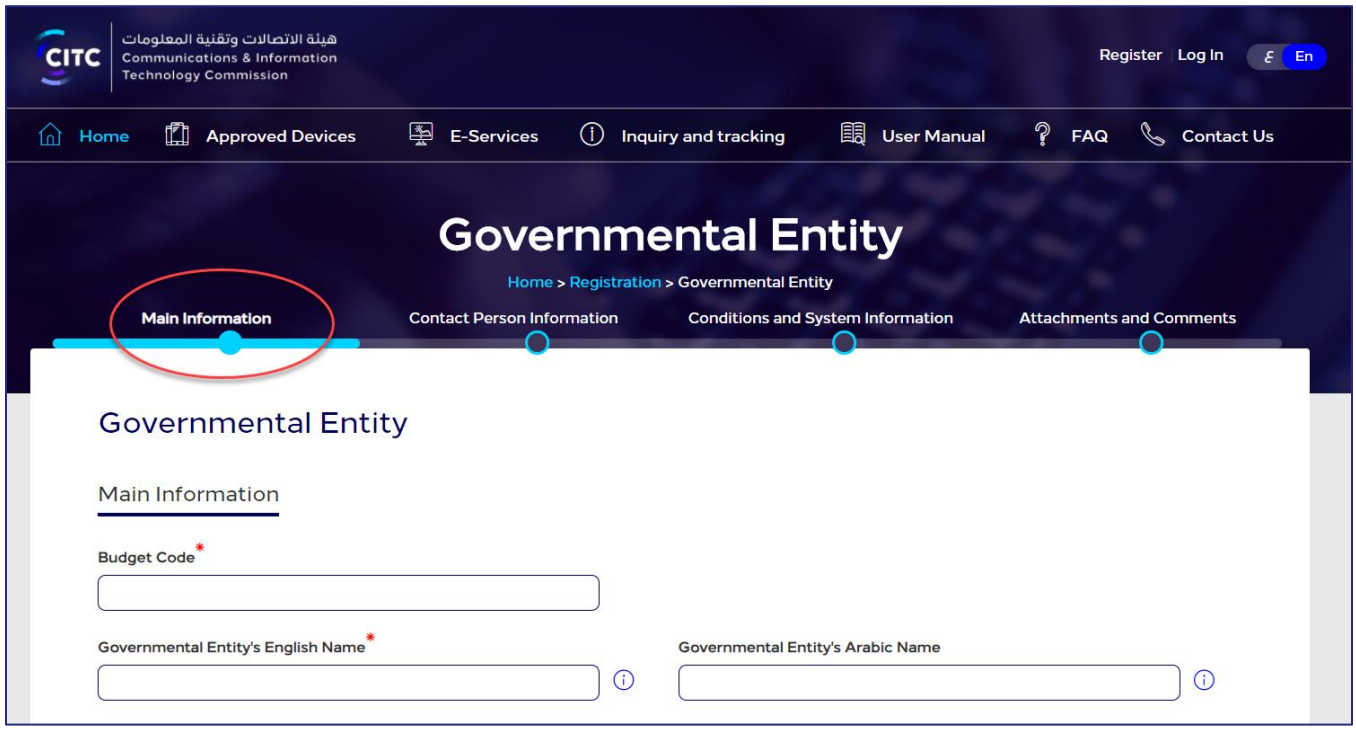

Figure 21: Main Information section

Address and Contact Information

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

To add a government entity address

- In the **Main Information** section, under **Address and Contact**, enter the detailed address and contact information (phone and fax) of the government entity.

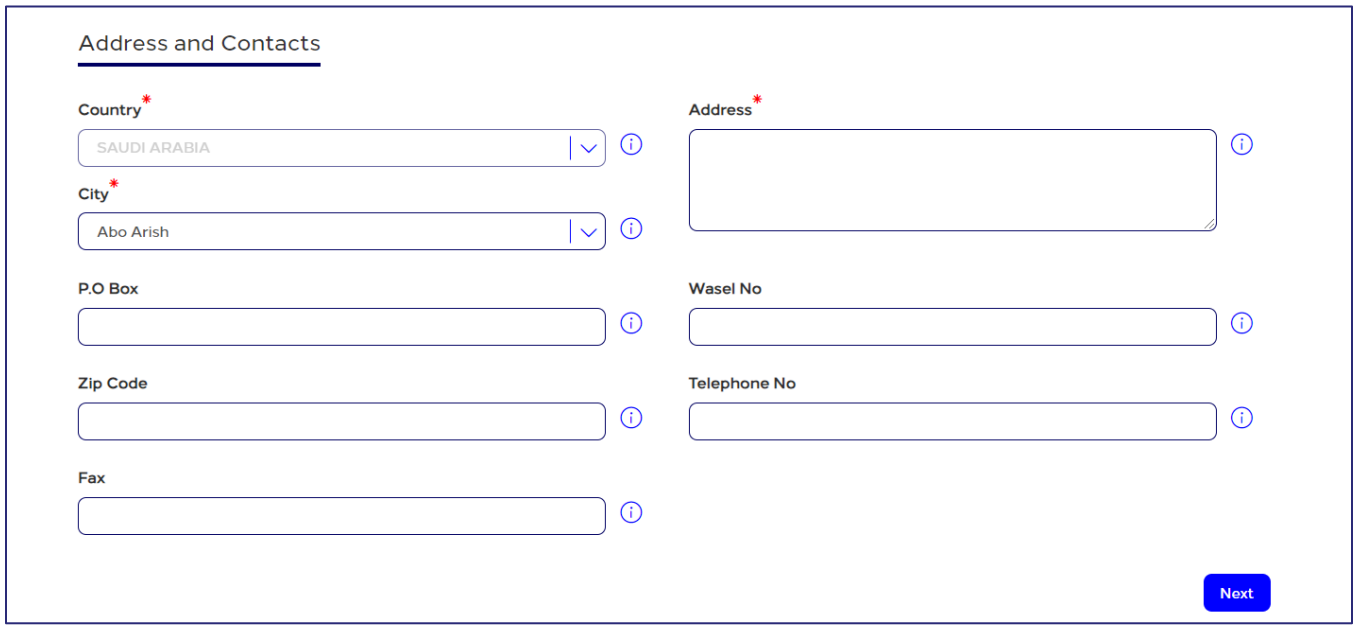

Figure 22: New Address and Contact Information window

Contact Person Information

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

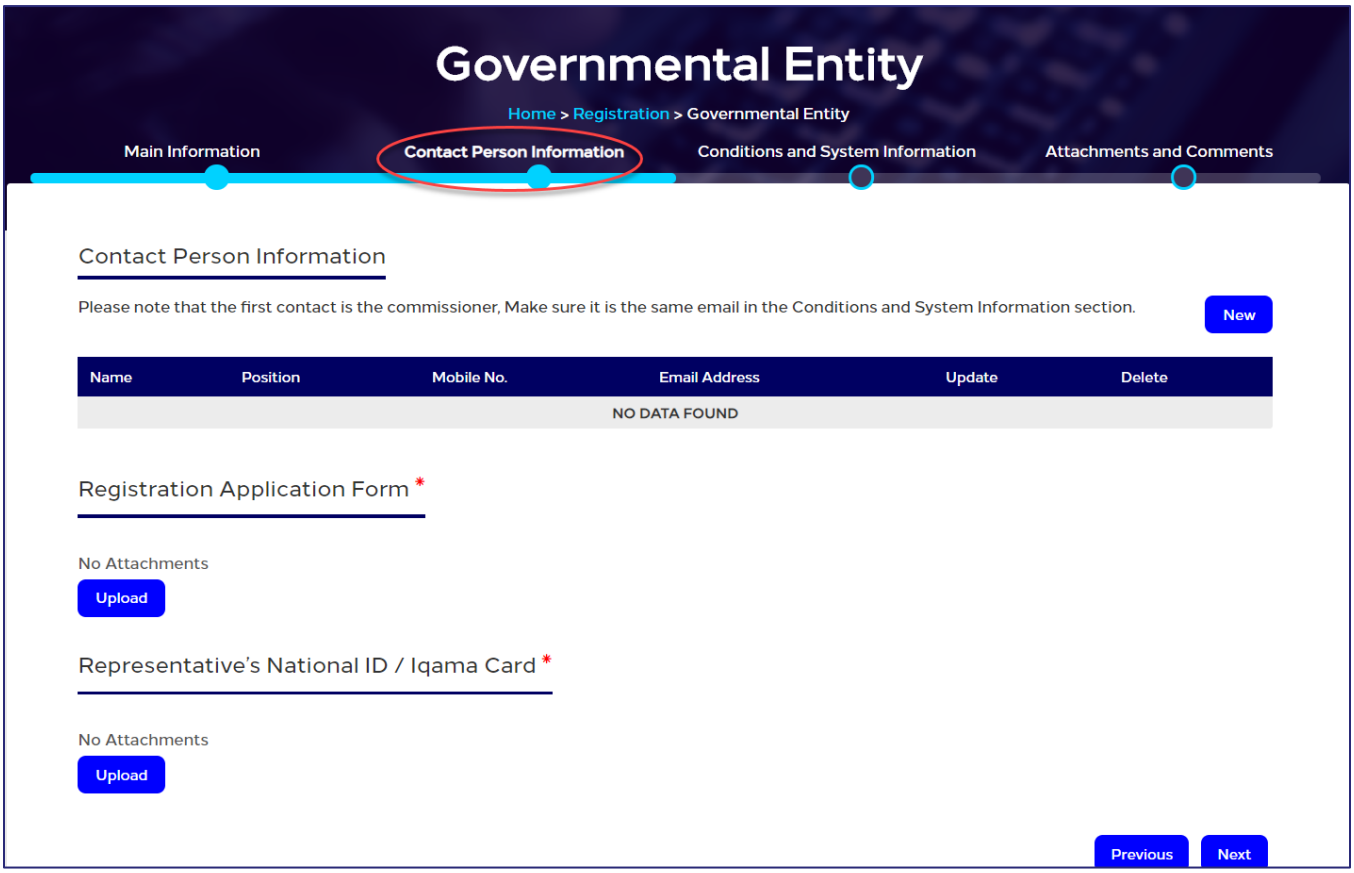

Figure 23: Contact Person Information section

To add contact person information

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

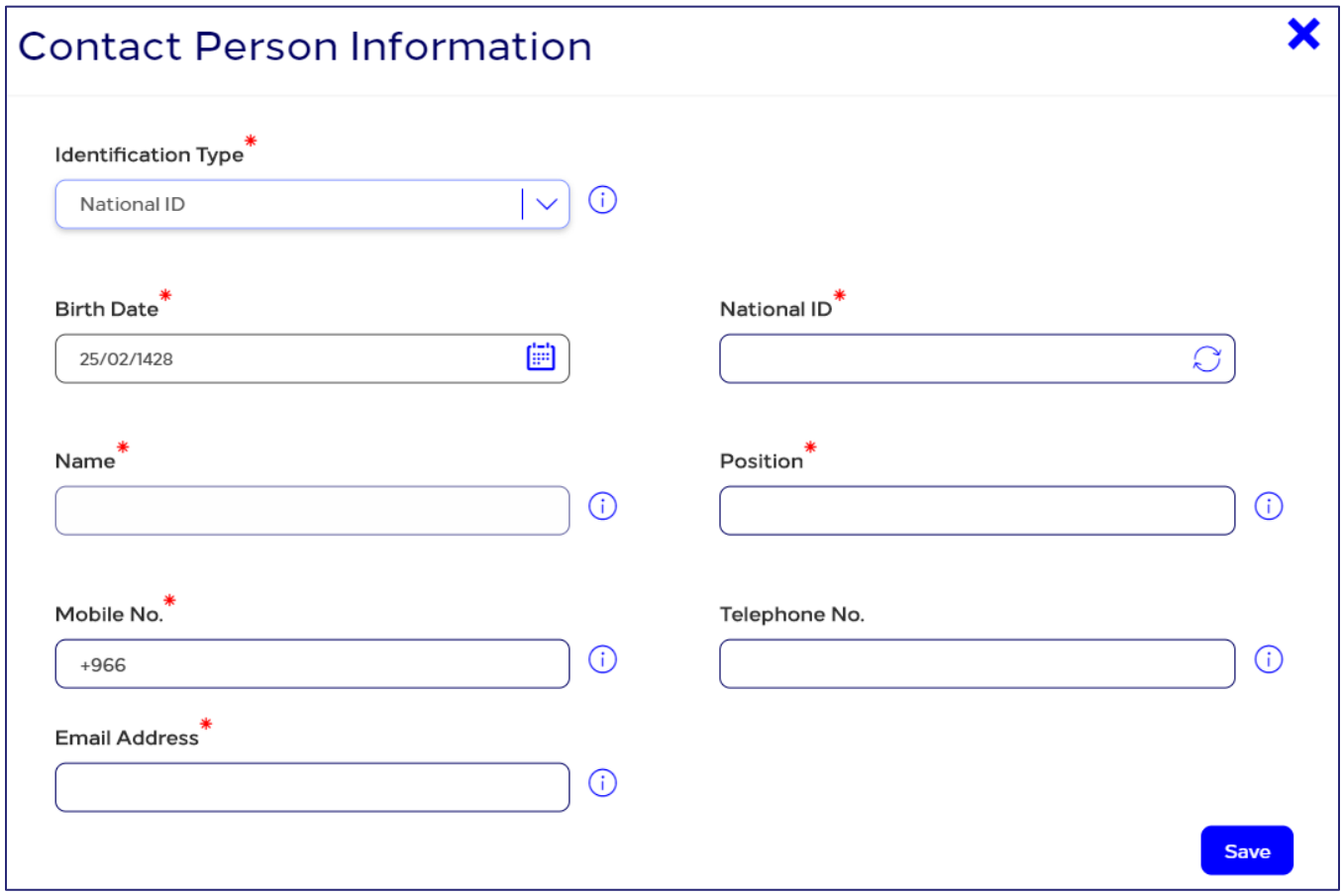

Figure 24: New Contact Person Information window

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 . You can also delete the contact person information entirely by clicking .

Conditions and System Information

In the **Conditions and System Information** section, you can enter information required for website access such as Username, 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.

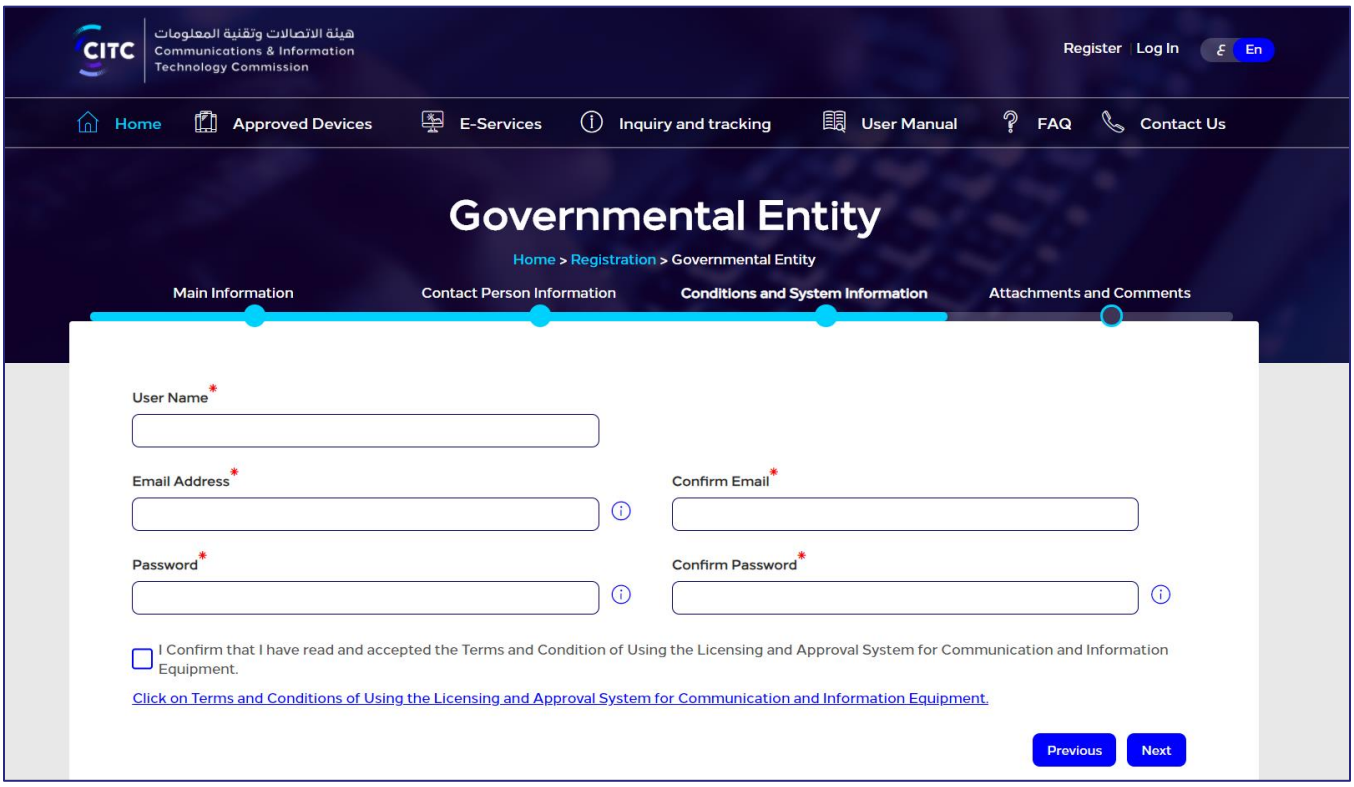

Figure 25: Credentials Information, Conditions and System Information section

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

Attachments and Comments

In the **Attachments and Comments** section, you can upload other documents related to the governmental foundation activity as well as upload the files of the government documents for the governmental foundation. Also, you can add any comment regarding your created account.

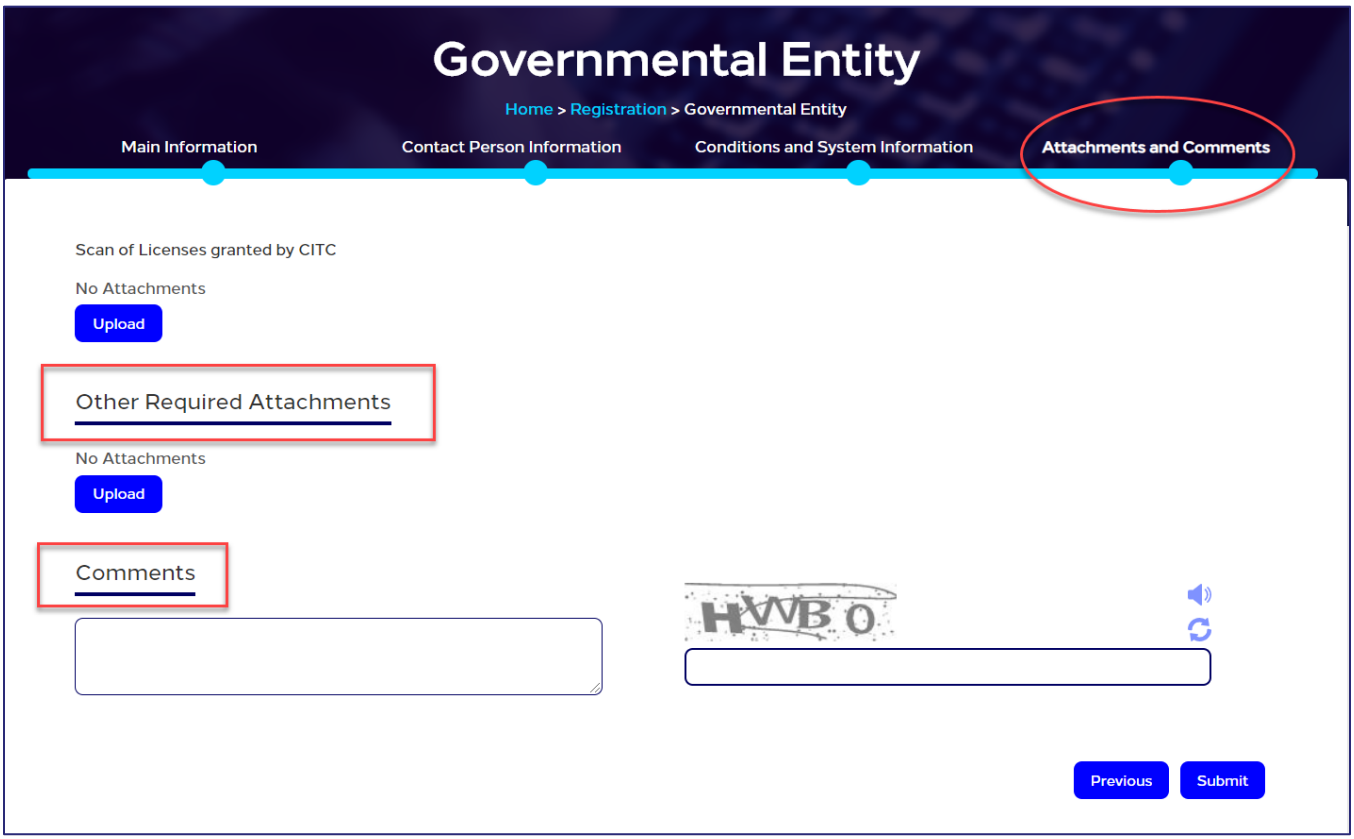

Figure 26: Attachments and Comments section

To upload attachment and add comments

1. In the **Comments and Attachments** section, under **Other Required Attachments**, click **Upload**. The **Other Required Attachments** window opens.

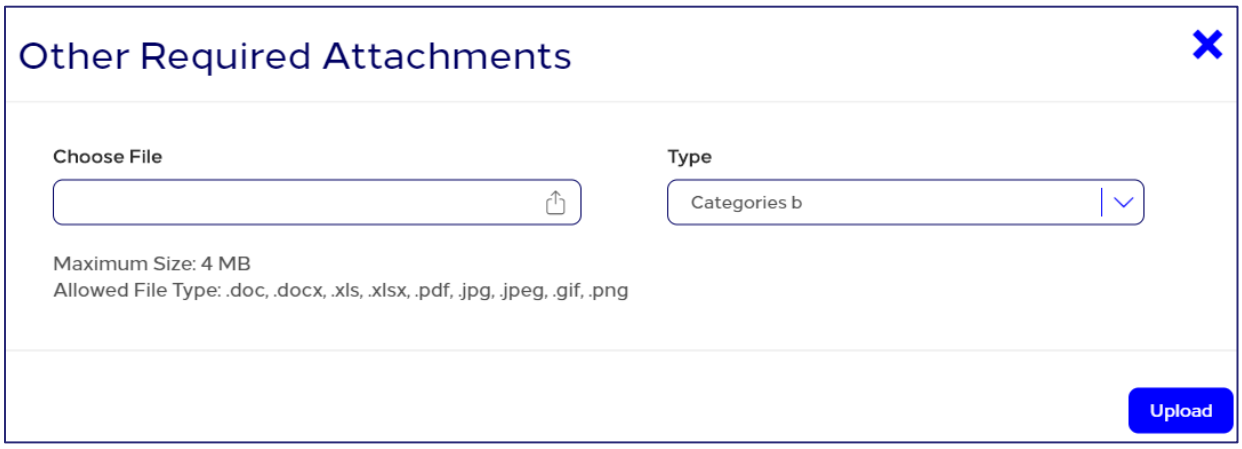

Figure 27: Other Required Attachments window

2. In **Other Required Attachments** window, in **Type** drop-down list, select the file type you need to upload.
3. Under **Choose File**, click icon and navigate your PC to the needed file.
4. In the **Comments and Attachments** section, under **Commitment**, click **Upload** and repeat the previous steps to upload the required files.
5. In the **Comments and Attachments** section, under **Comments**, add your comment.

After you finish entering all required information for creating a government entity 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. 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 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.

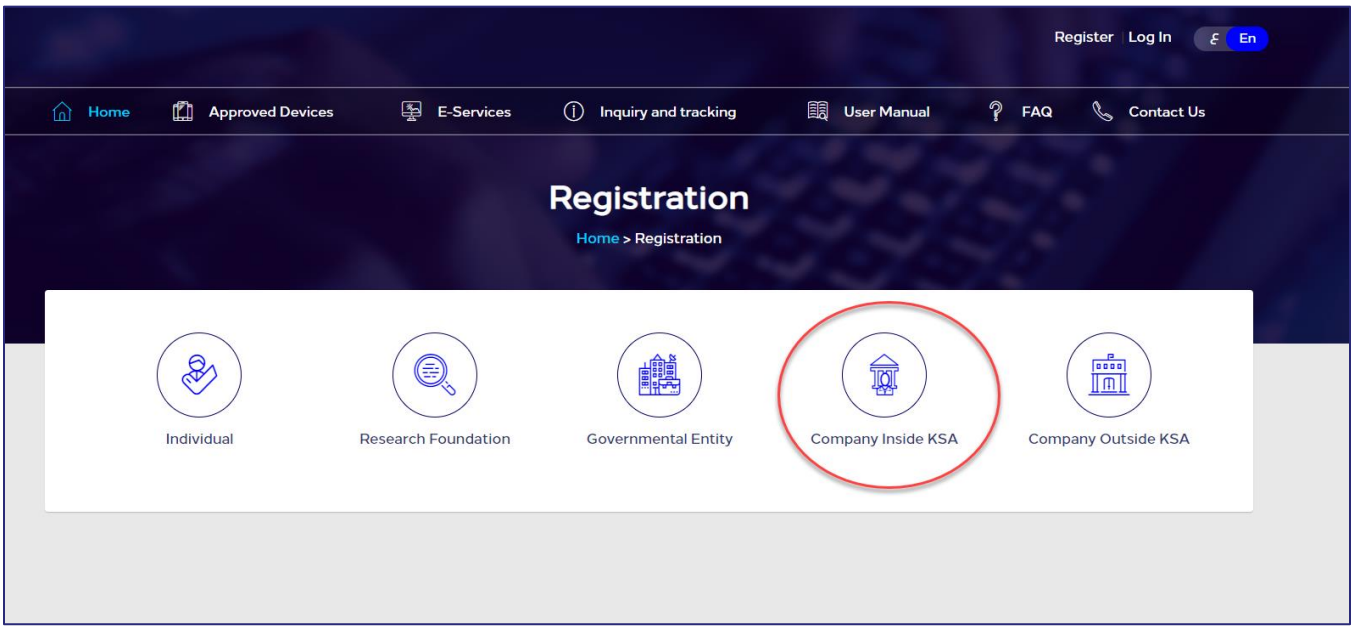

Figure 28: Registration page

2. In the **Registration** page (previous figure), click **Company inside KSA**. The **Organization** page opens to register a company inside KSA.

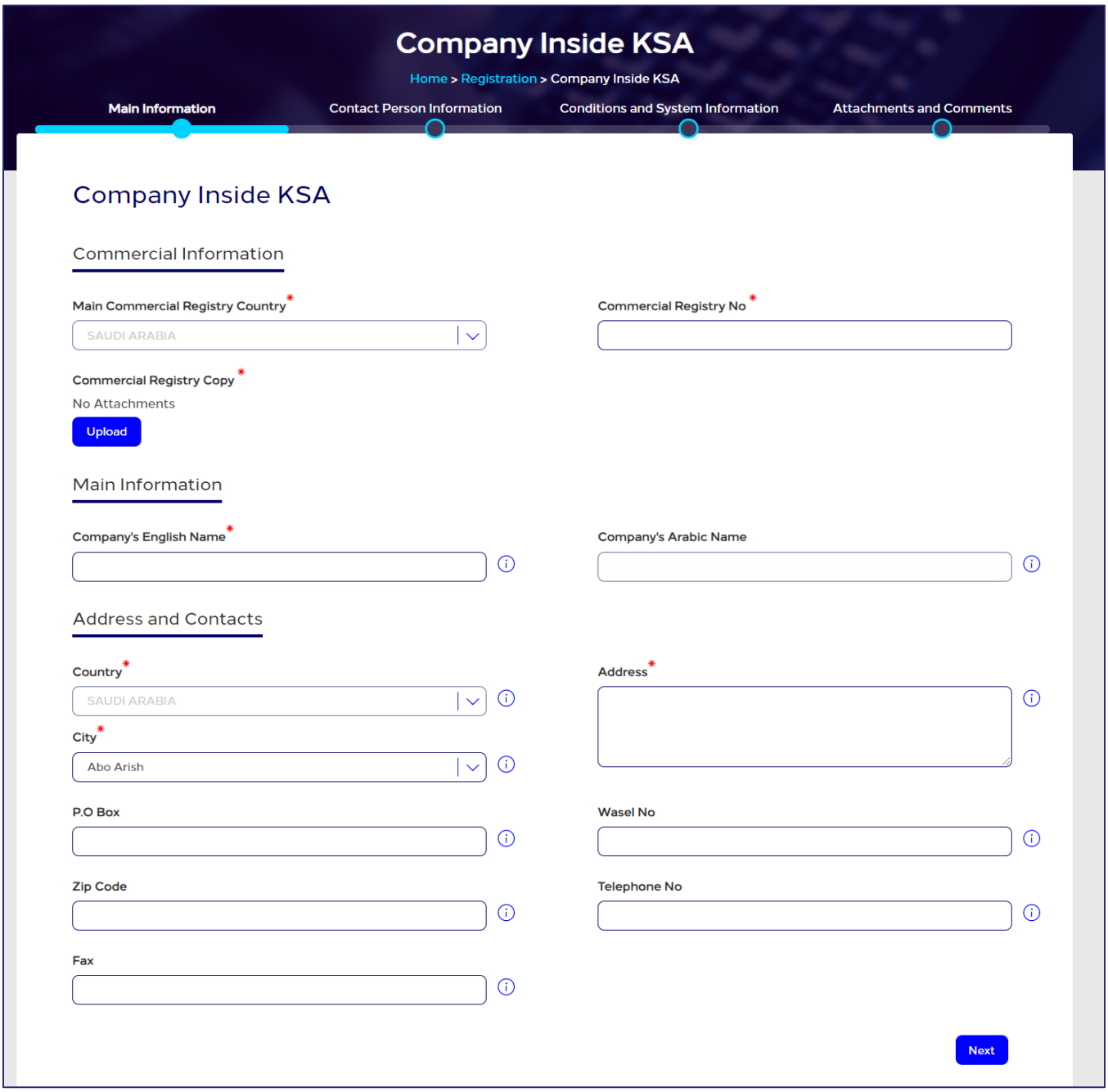

Figure 29: Company inside KSA Registration page

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
    - Contact Person Information

- Conditions and System Information
- Attachments and Comments

NOTE	In the following sections, you must 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

Through "**Main Information**", section, you can provide the following:

- Commercial Information
- Company Information
- Address and Contact

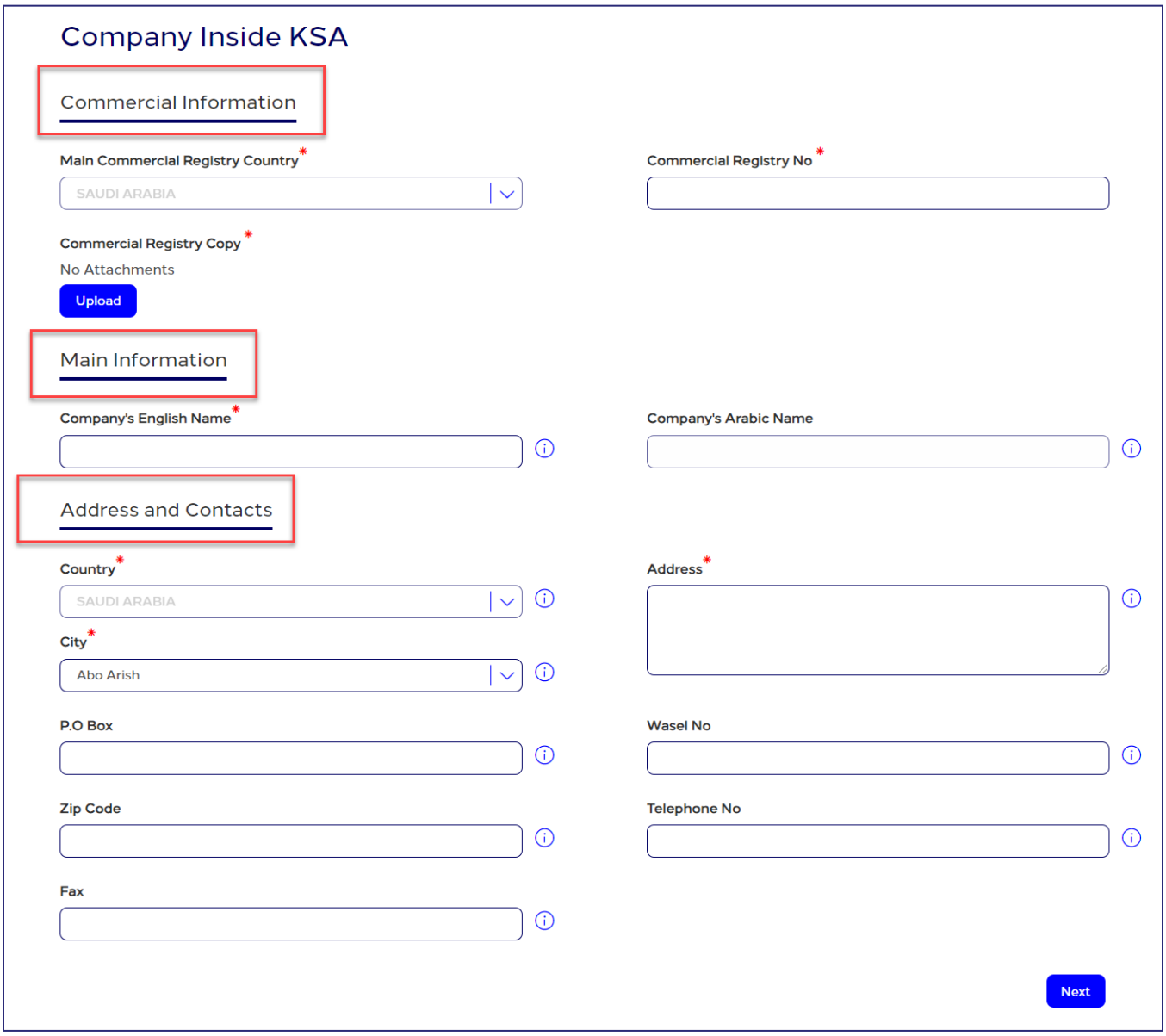

Figure 30: Main Information Section

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.

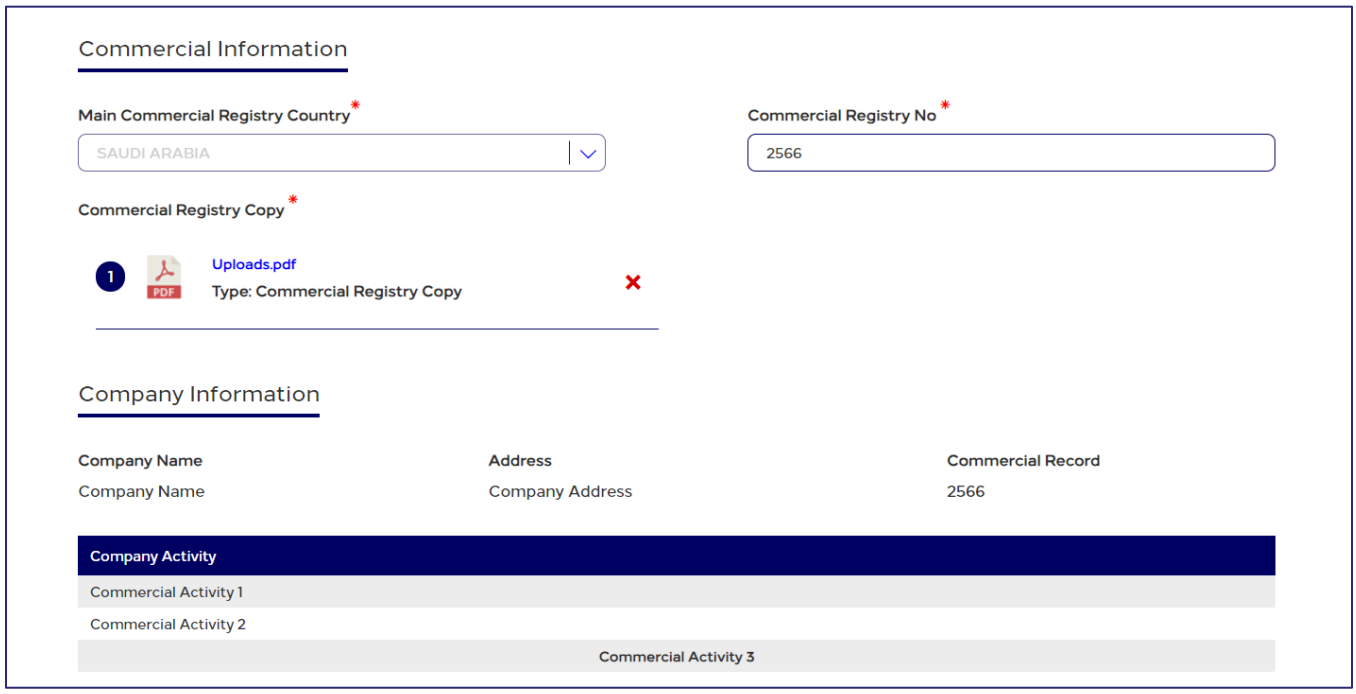

Figure 31: Commercial Information section

NOTE If you provide commercial registry number, system displays "**Company Information**" section.

Company Information

Through "**Main Information**", you can provide company name in Arabic and English.

Figure 32: Company Information

Address and Contact Information

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

To add company address

- In the **Main Information** section, under **Address and Contacts**, enter the detailed address and contact information (phone and fax) of the company.

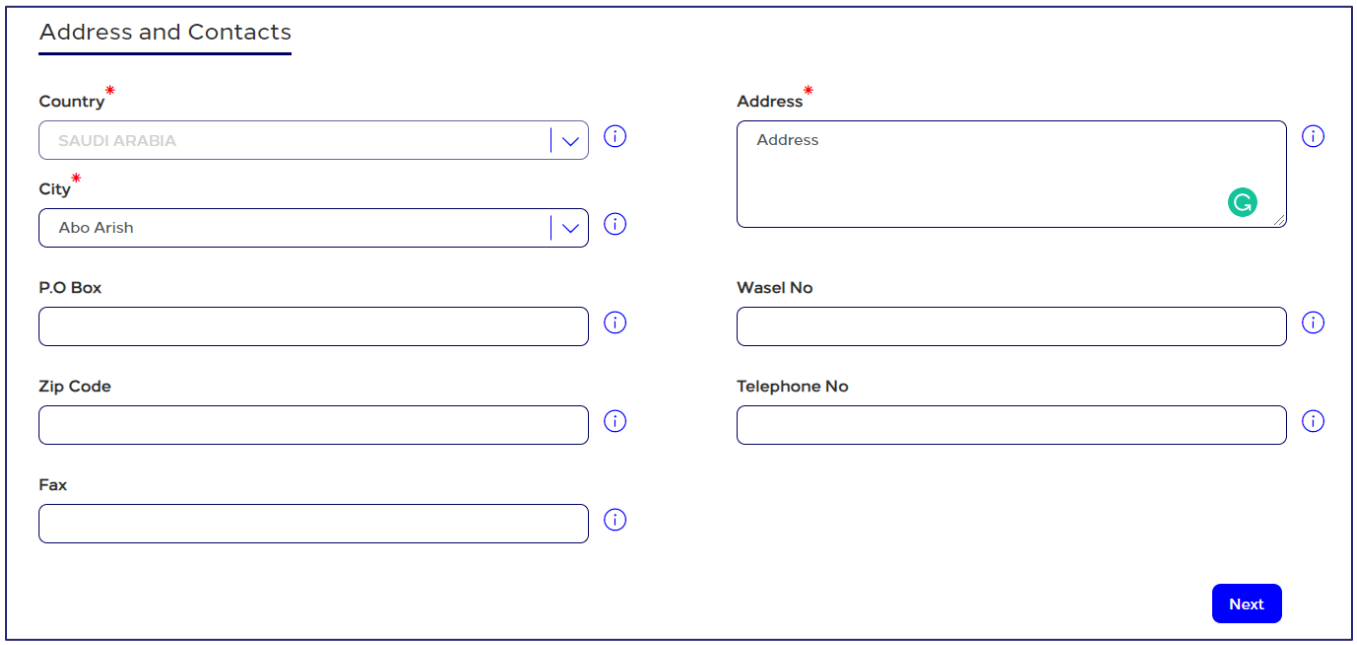

Figure 33: New Address and Contact Information window

Contact Person Information

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

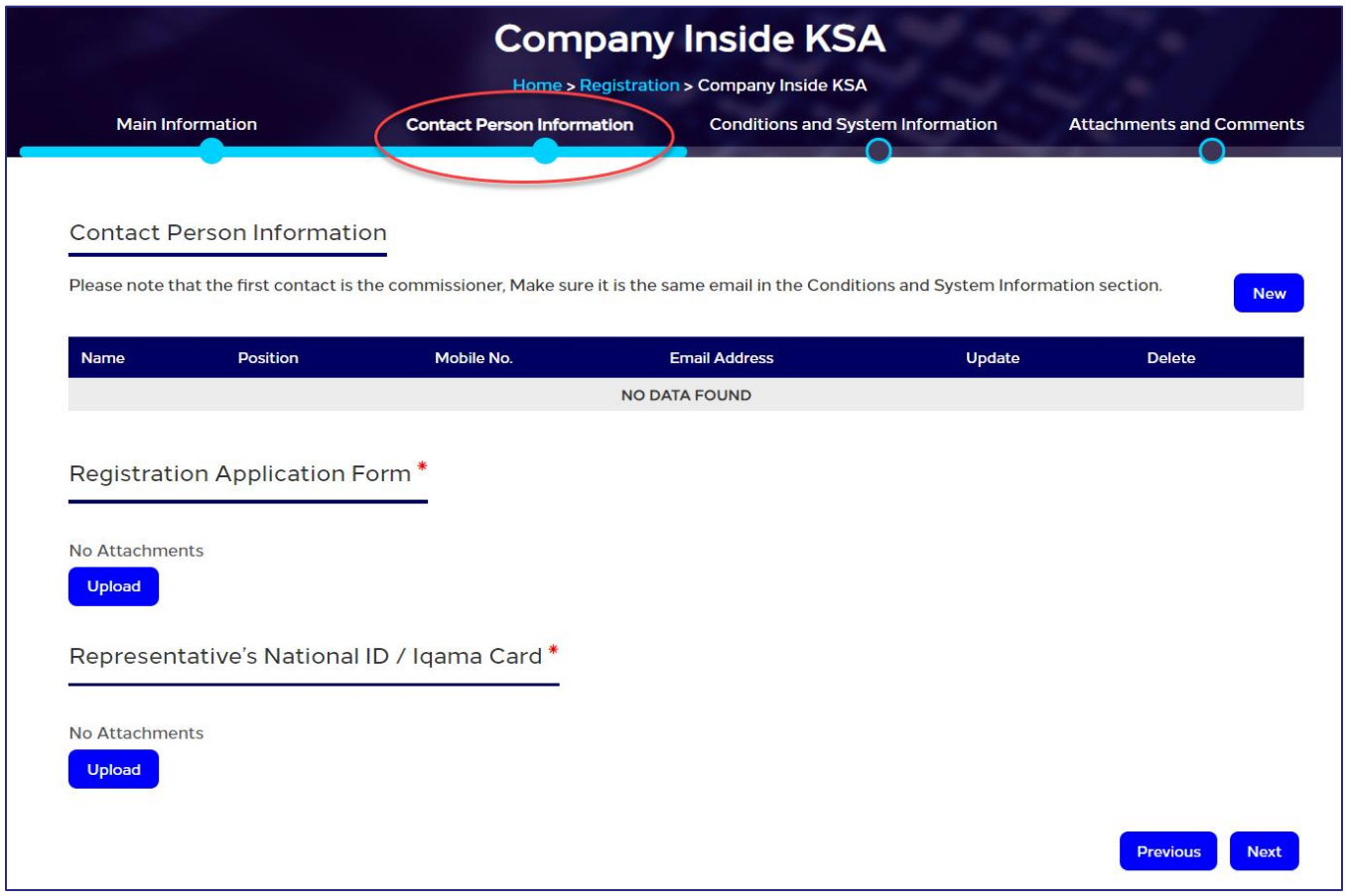

Figure 34: Contact Person Information section

To add contact person information

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

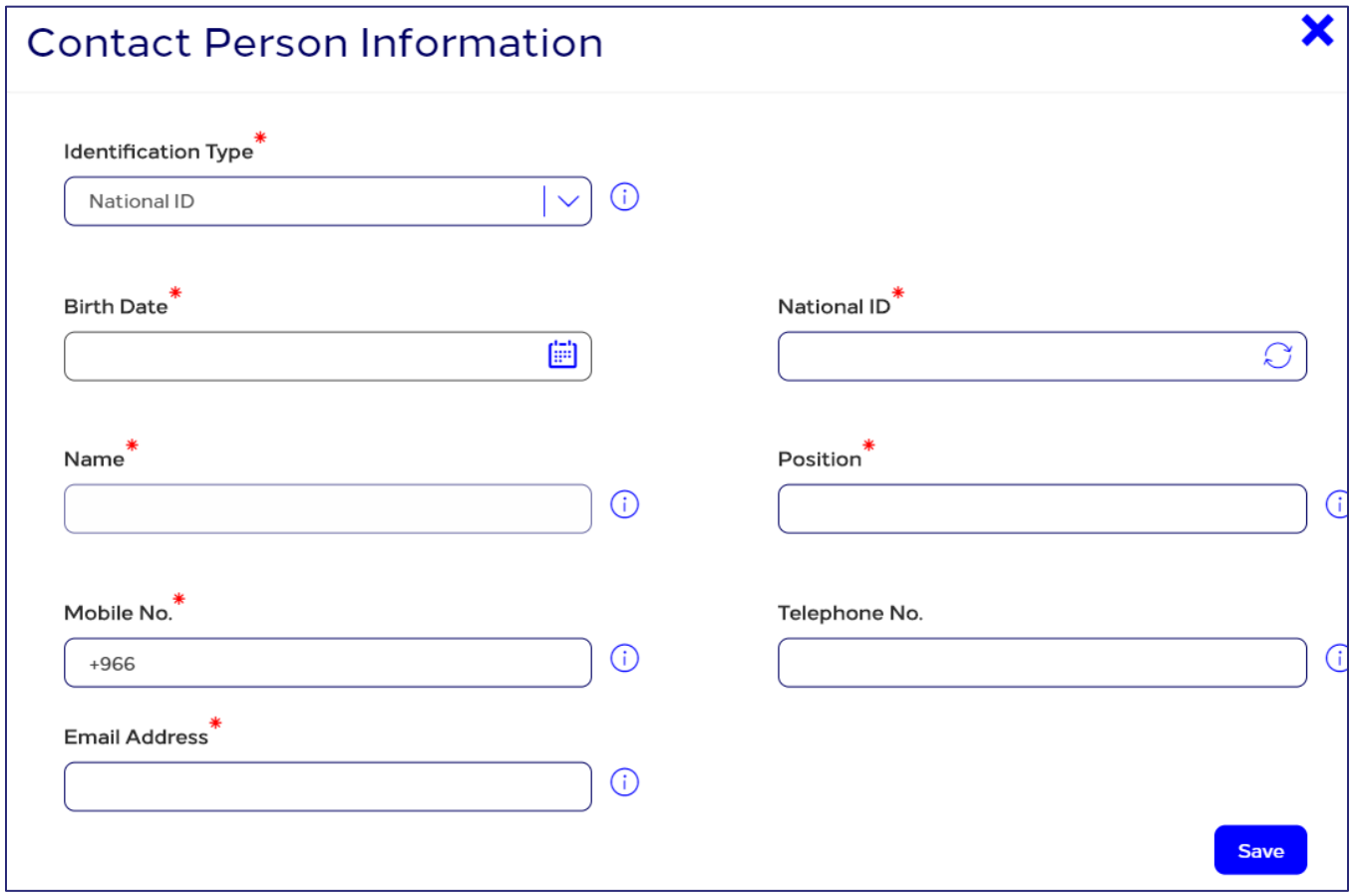

Figure 35: New Contact Person Information window

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 . You can also delete the contact person information entirely by clicking .

Conditions and System Information

In the Credentials Information, Conditions and System Information section, you can enter information required for website access such as Username, 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.

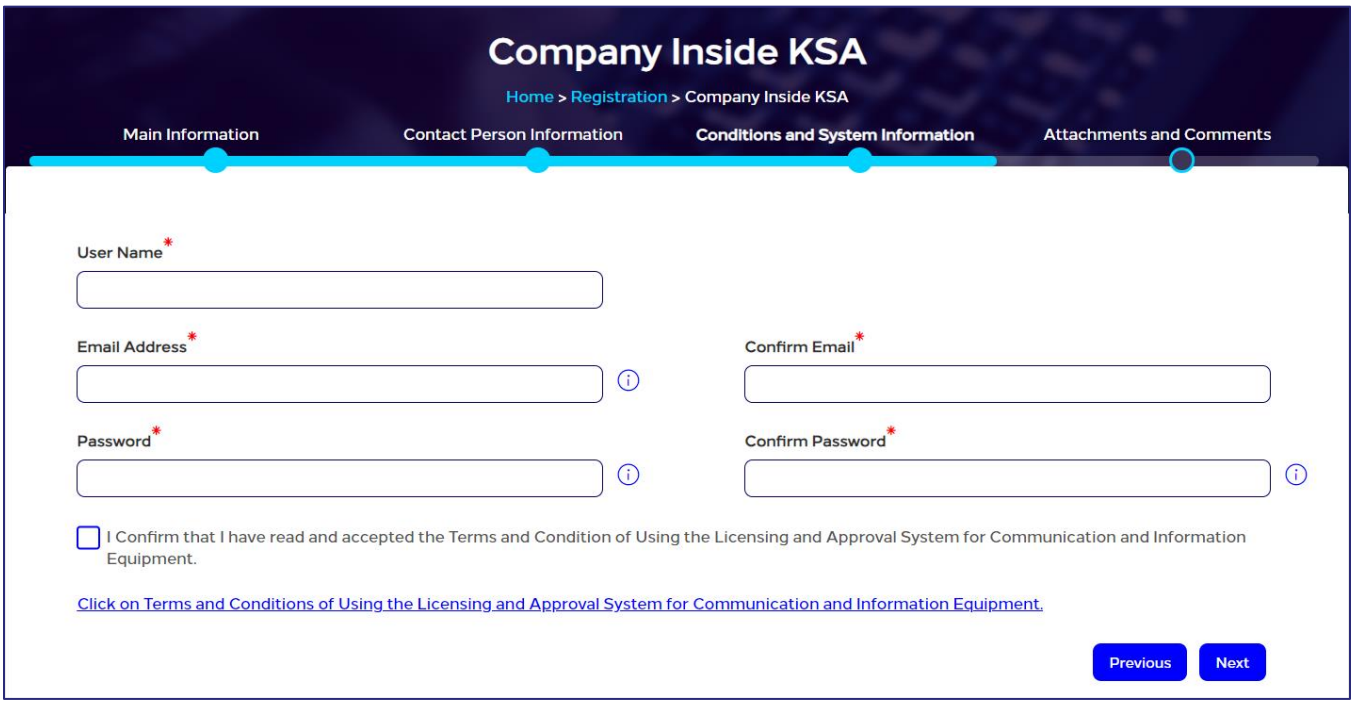

Figure 36: Credentials Information, Conditions and System Information section

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

Attachments and Comments

In the **Attachments and Comments** section, you can upload other documents related to the company activity as well as upload the files of the government documents for the company. Also, you can add any comment regarding your created account.

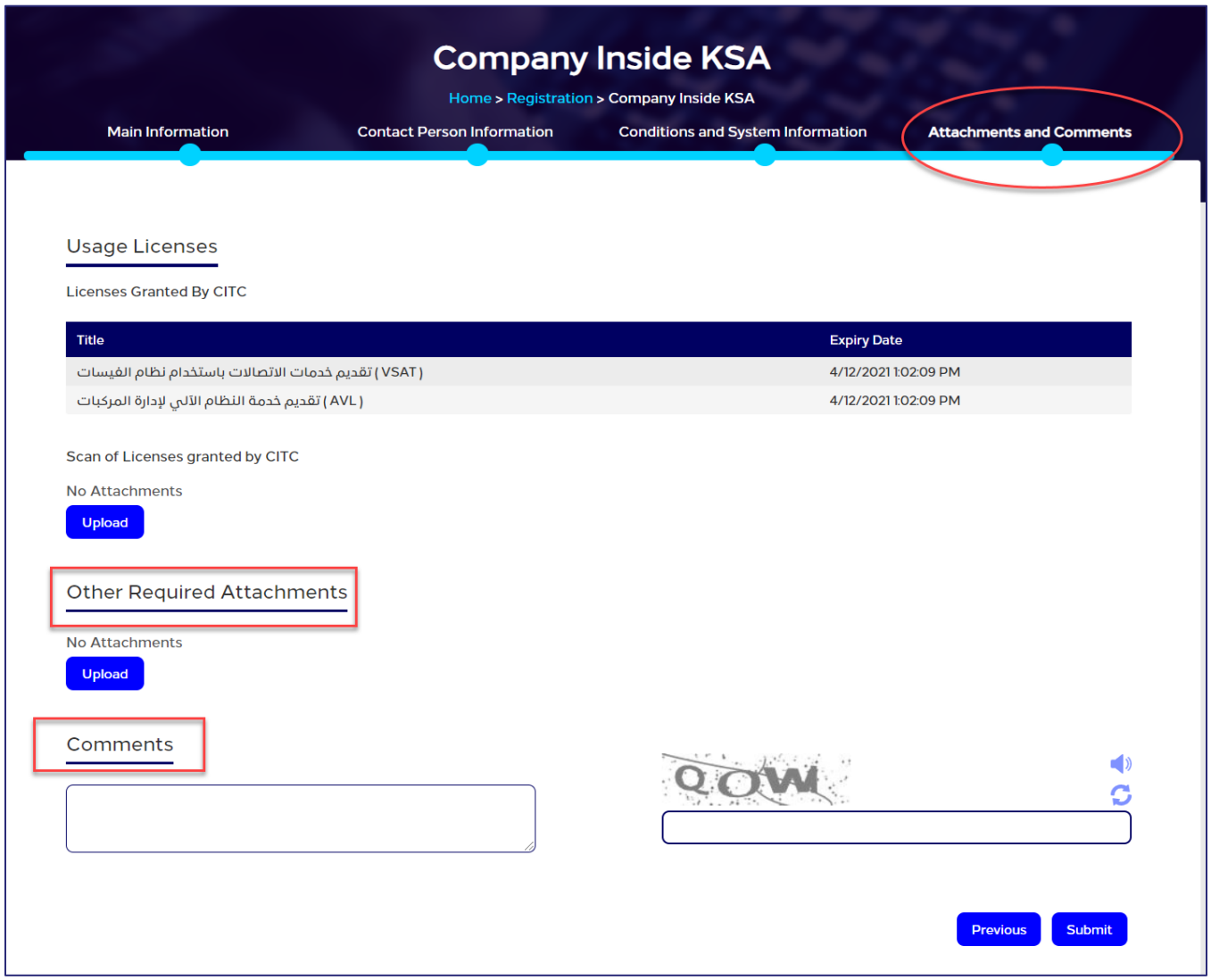

Figure 37: Other Required Attachments section

To upload other required attachments

1. In the **Comments and Attachments** section, under **Other Required Attachments**, click **Upload**. The **Other Required Attachments** window opens.

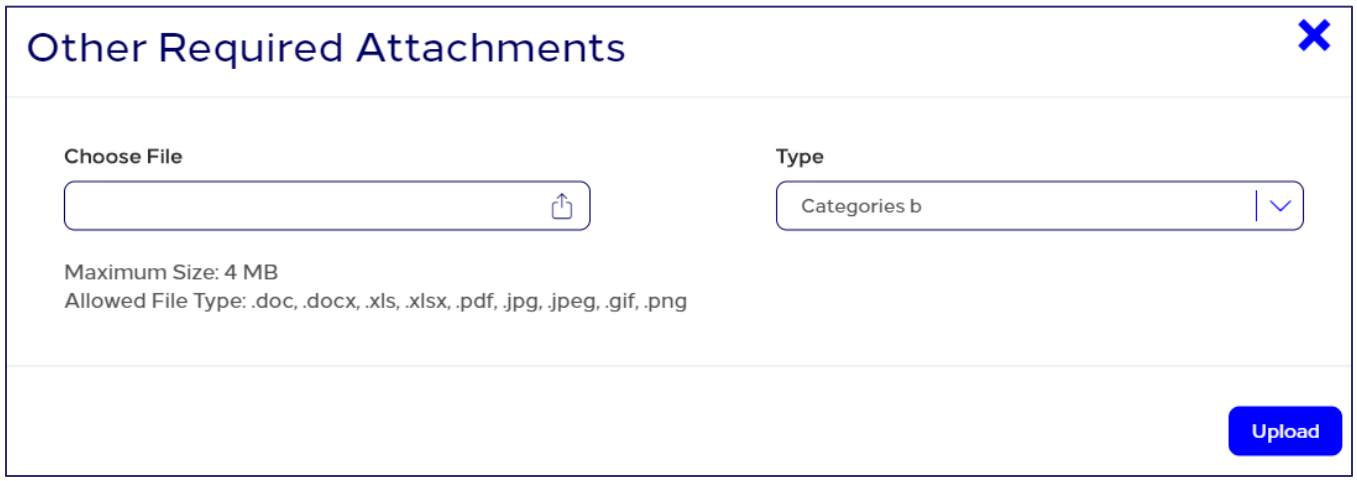

Figure 38: Other Required Attachments window

2. In **Other Required Attachments** window, in **Type** drop-down list, select the file type you need to upload.
3. Under **Choose File**, click icon and navigate your PC to the needed file.
4. In the **Comments and Attachments** section, under **Commitment**, click **Upload** and repeat the previous steps to upload the required files.
5. In the **Comments and Attachments** section, under **Comments**, add your comment.

After you finish entering all required information for creating a company inside 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. 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 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.

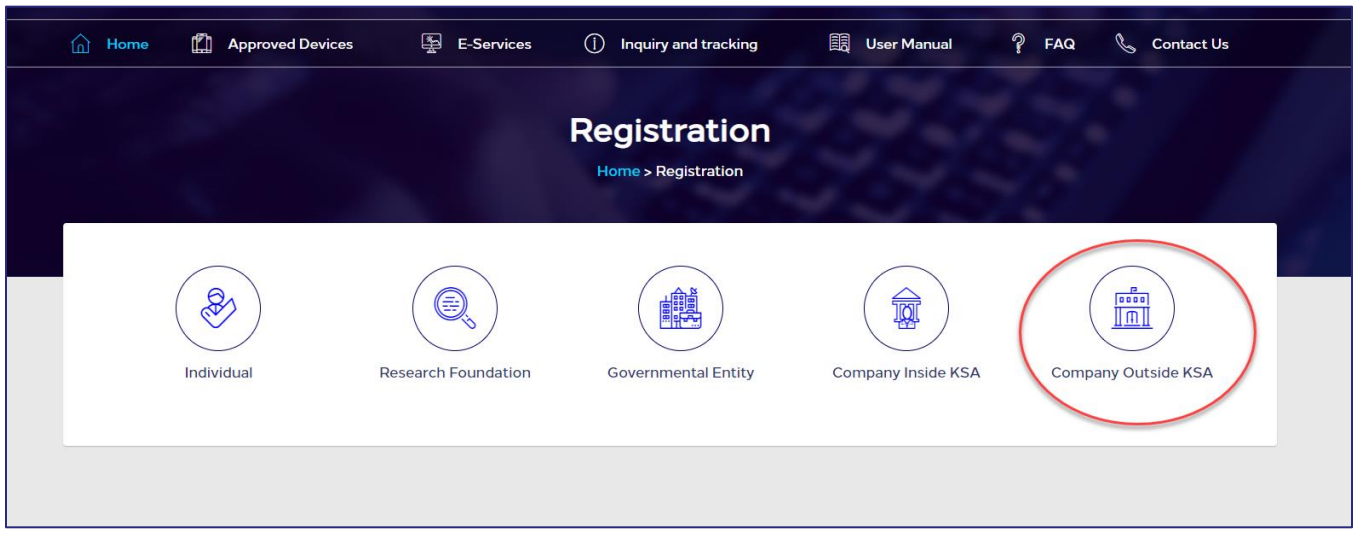

Figure 39: Registration page

2. In the **Registration** page (previous figure), click **Company outside KSA**. The **Organization** page opens to register a company outside KSA.

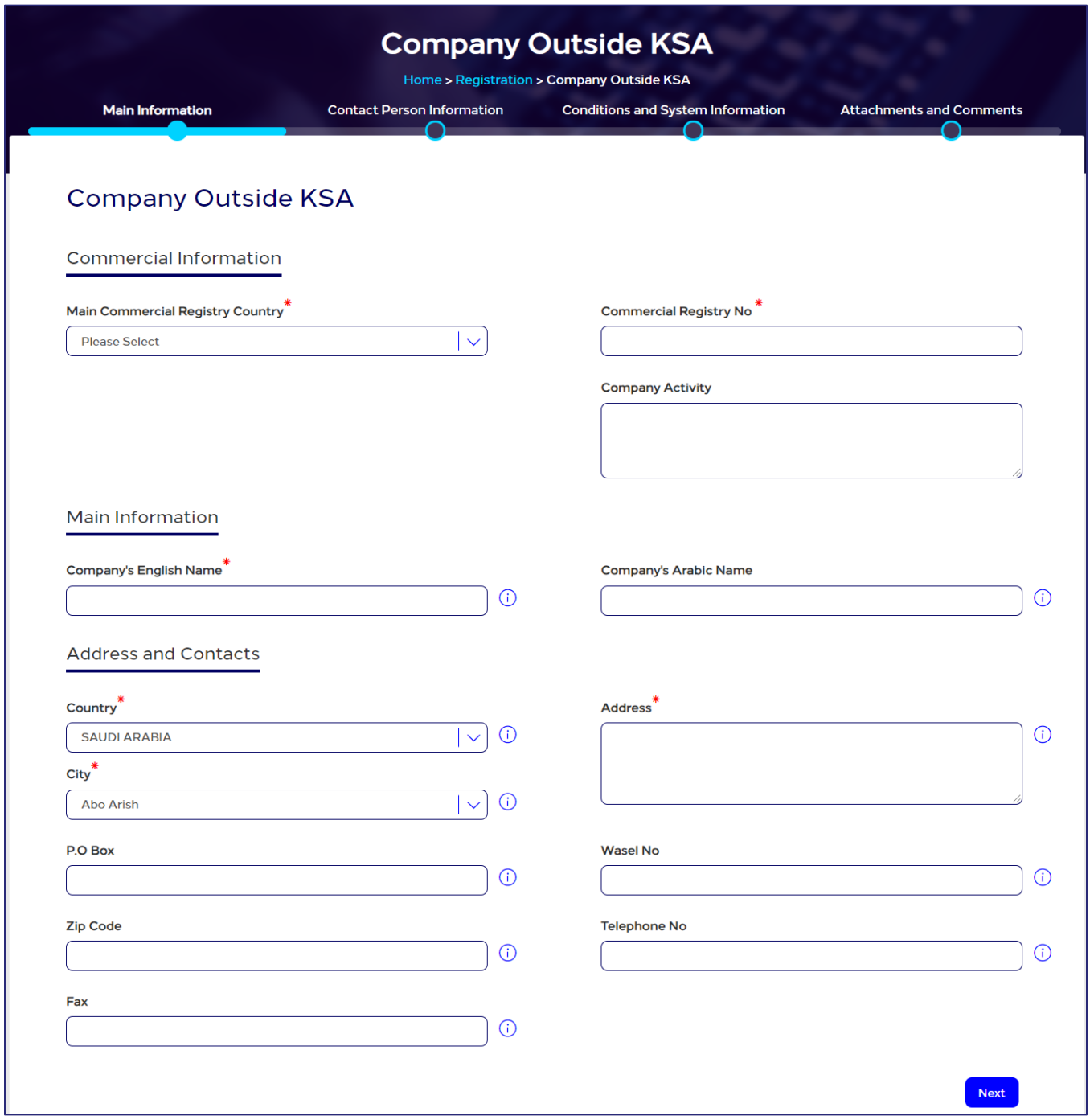

Figure 40: Company Outside KSA Registration page

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

- Contact Person Information
- Conditions and System Information
- Attachments and Comments

NOTE	In the following sections, you must 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

Through "**Main Information**", section, you can provide the following:

- Commercial Information
- Company Information
- Address and Contact

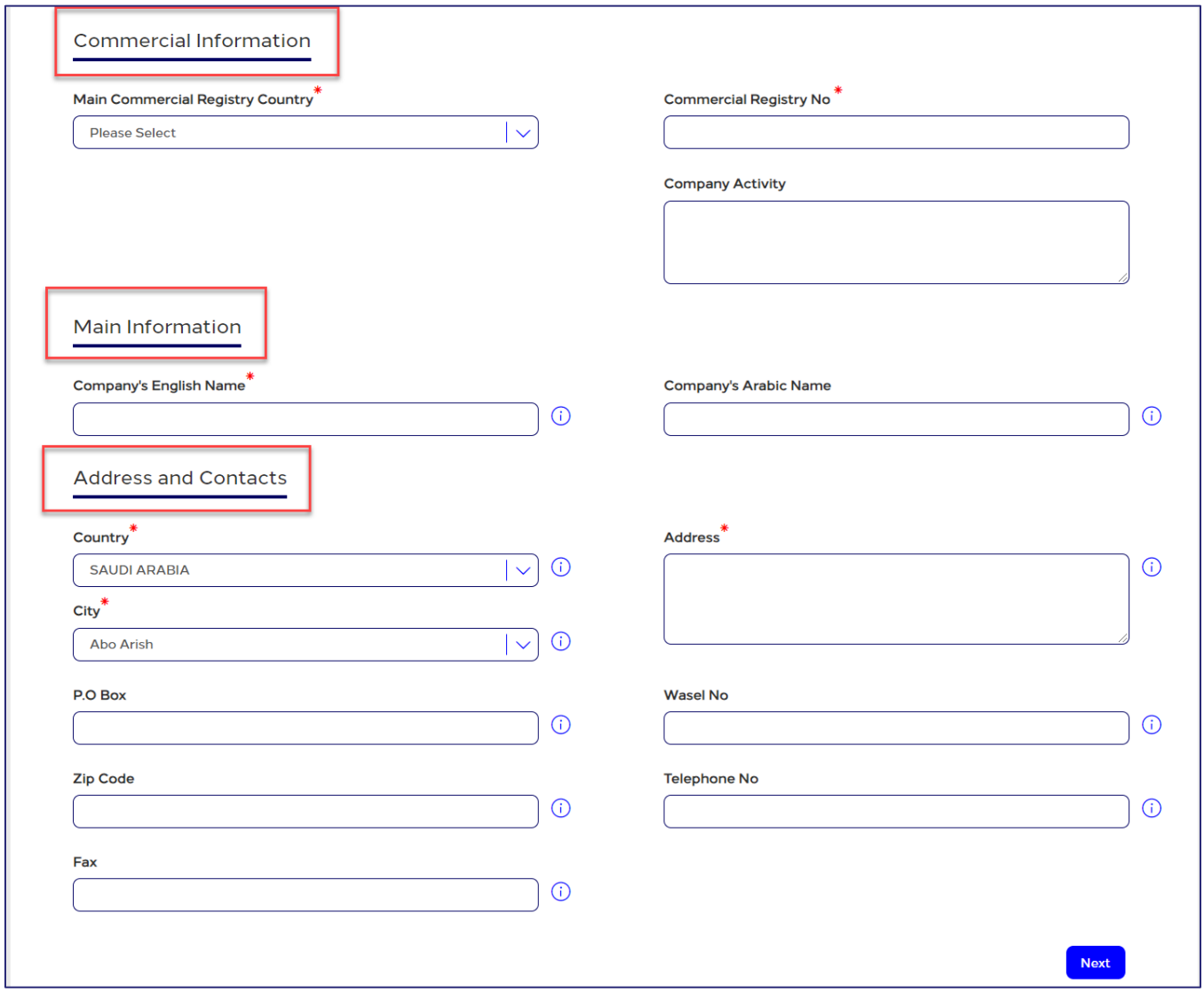

Figure 41: Main Information

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.

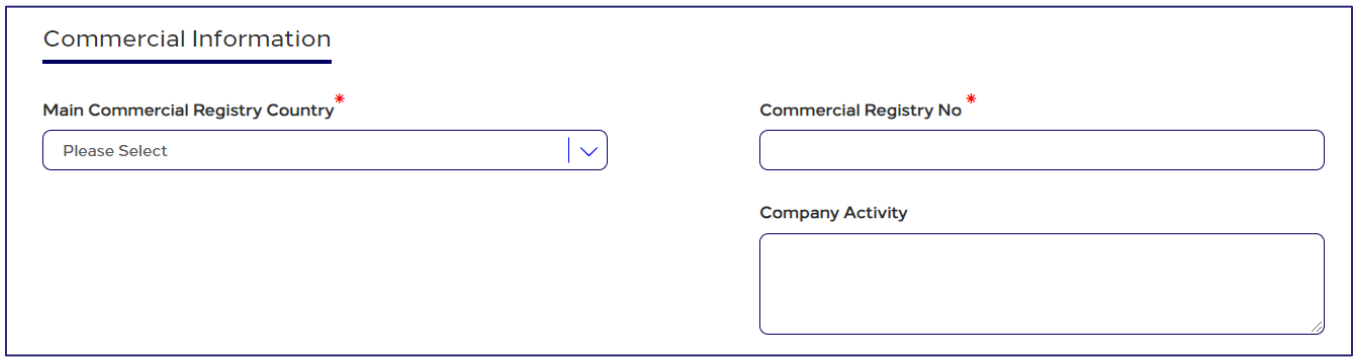

Figure 42: Commercial Information section

Company Information

Through "**Main Information**", you can provide company name in Arabic and English.

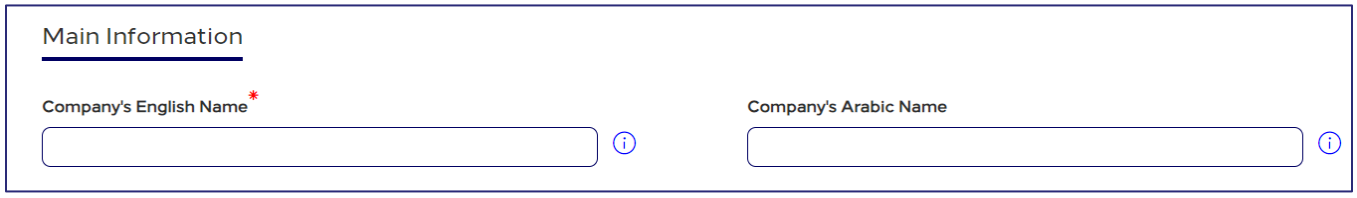

Figure 43: Company Information

Address and Contact Information

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

To add company address

- In the **Main Information** section, under **Address and Contacts**, enter the detailed address and contact information (phone and fax) of the company.

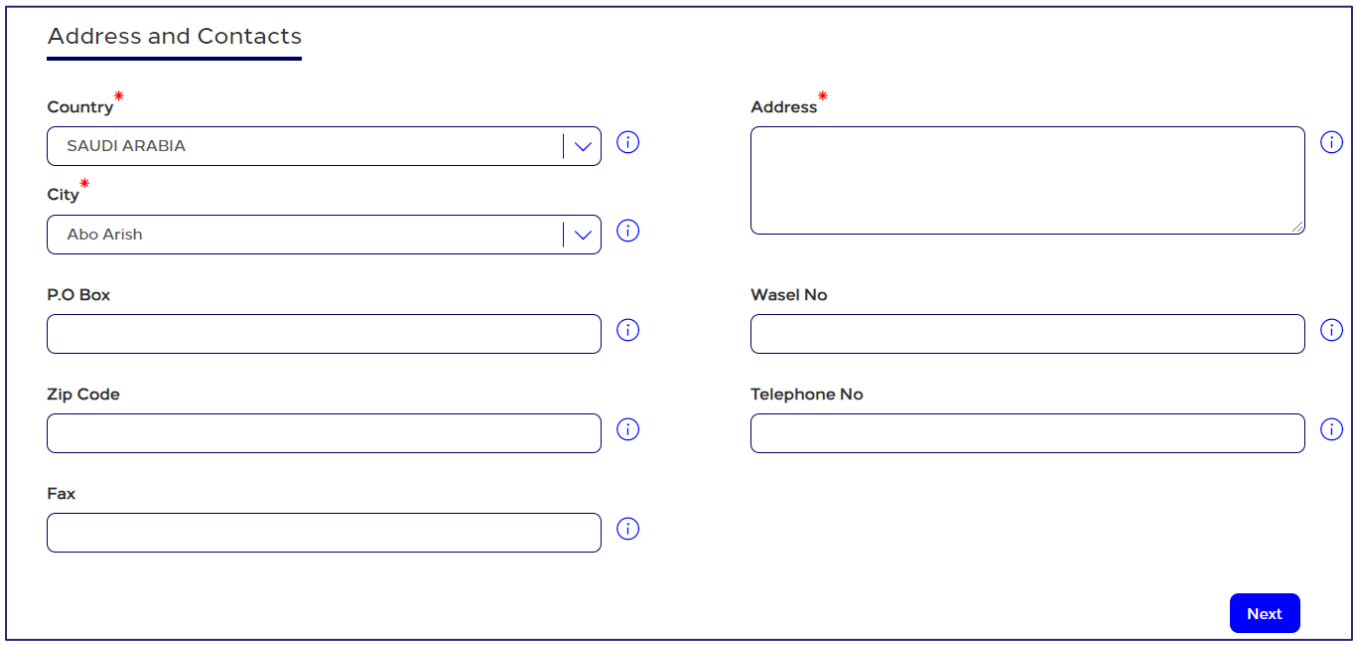

Figure 44: New Address and Contact Information window

Contact Person Information

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

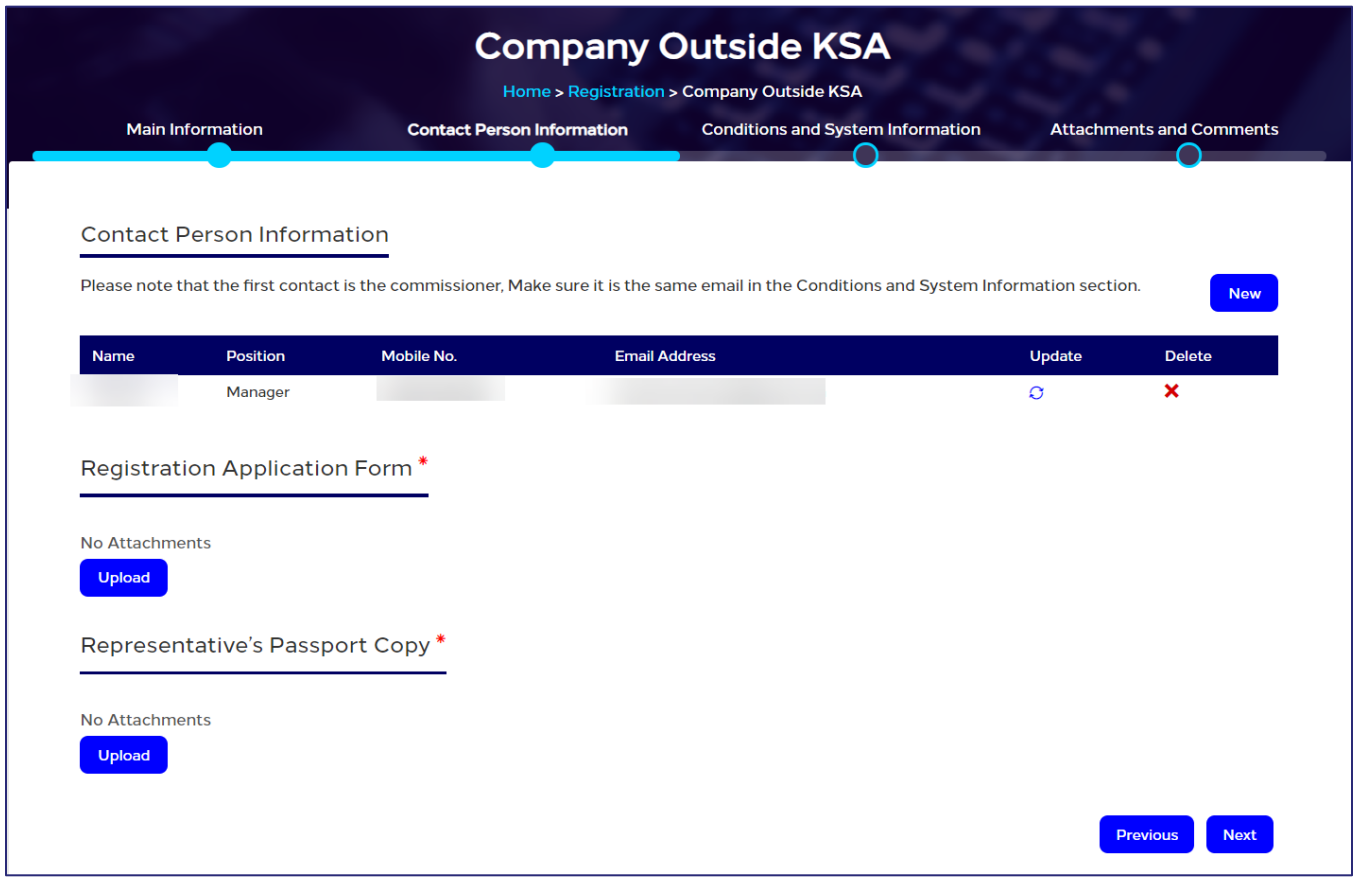

Figure 45: Contact Person Information section

To add contact person information

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

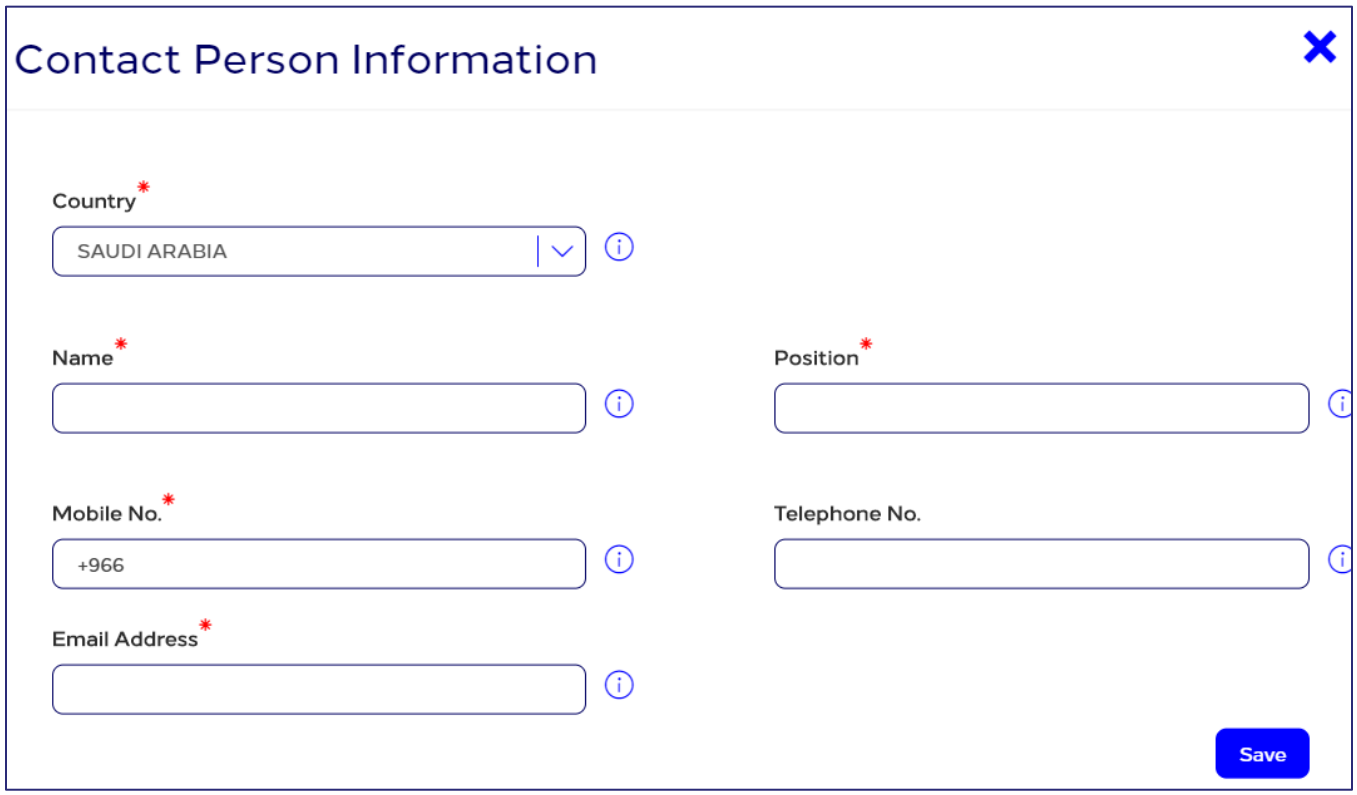

Figure 46: New Contact Person Information window

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 .You can also delete the contact person information entirely by clicking .

Conditions and System Information

In the **Credentials Information, Conditions and System Information** section, you can enter information required for website access such as Username, 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.

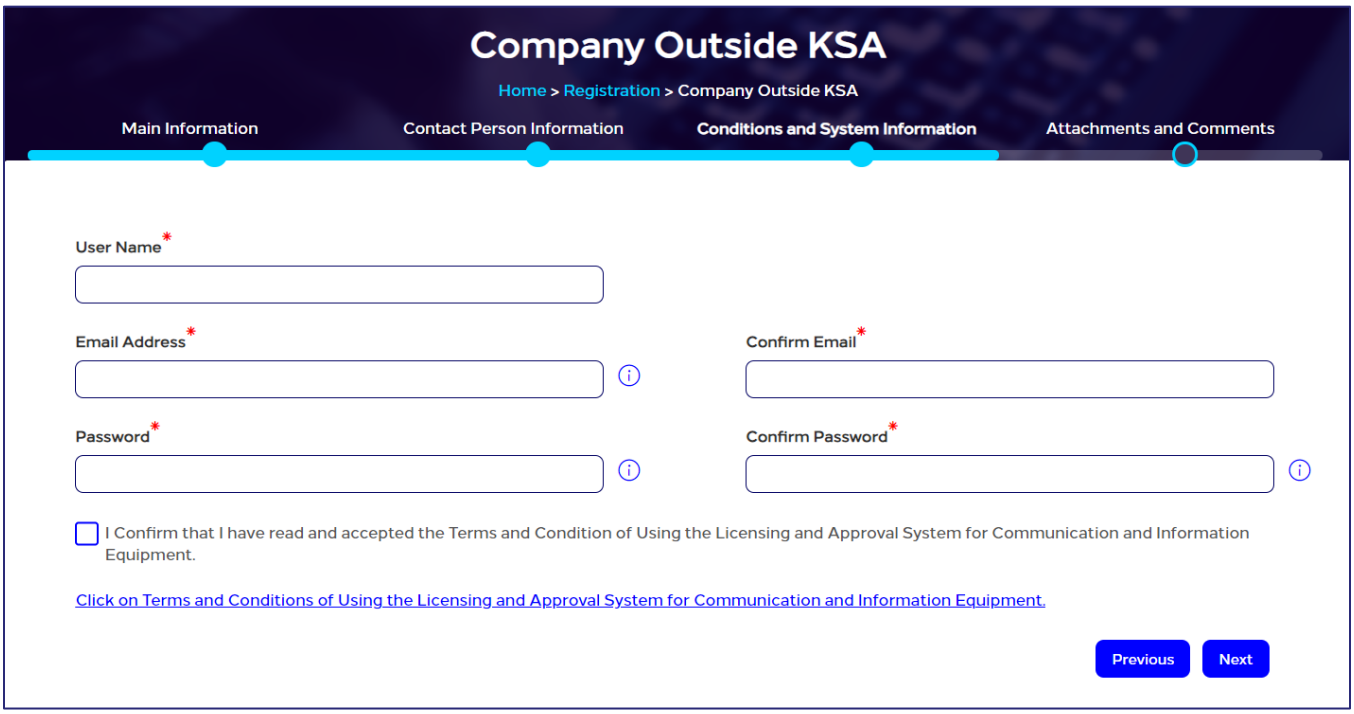

Figure 47: Credentials Information, Conditions and System Information section

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

Attachments and Comments

In the **Attachments and Comments** section, you can upload other documents related to the company activity as well as upload the files of the government documents for the company. Also, you can add any comment regarding your created account.

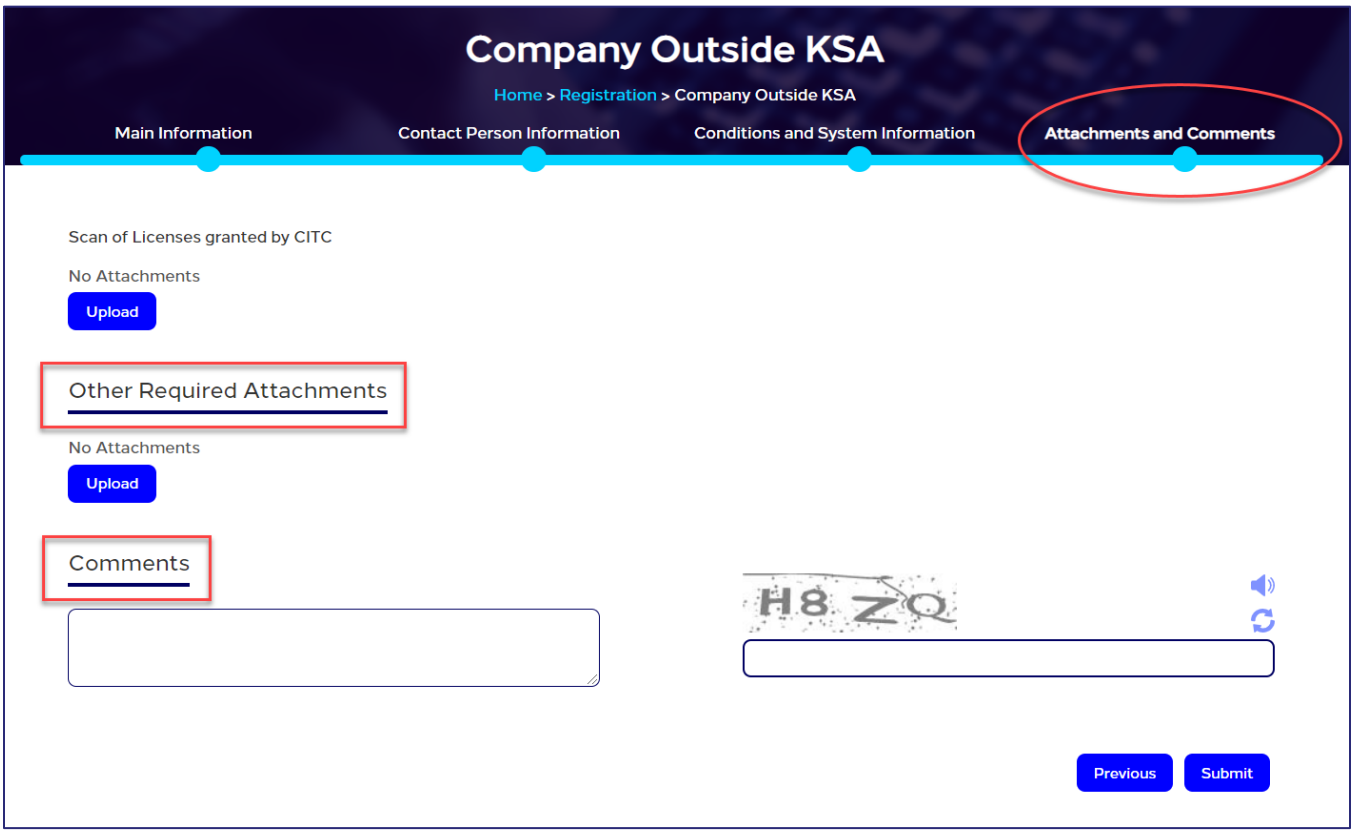

Figure 48: Other Required Attachments section

To upload other required attachments

1. In the **Comments and Attachments** section, under **Other Required Attachments**, click **Upload**. The **Other Required Attachments** window opens.

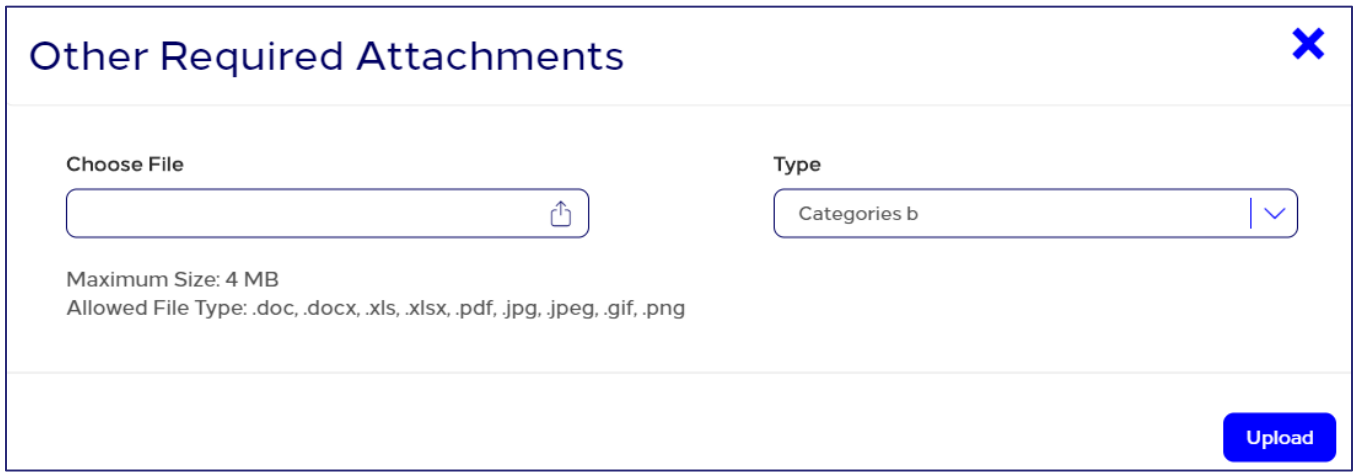

Figure 49: Other Required Attachments window

2. In **Other Required Attachments** window, in **Type** drop-down list, select the file type you need to upload.
3. Under **Choose File**, click icon and navigate your PC to the needed file.
4. In the **Comments and Attachments** section, under **Commitment**, click **Upload** and repeat the previous steps to upload the required files.
5. In the **Comments and Attachments** section, under **Comments**, add your comment.

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. 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.

E-SERVICES

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**.

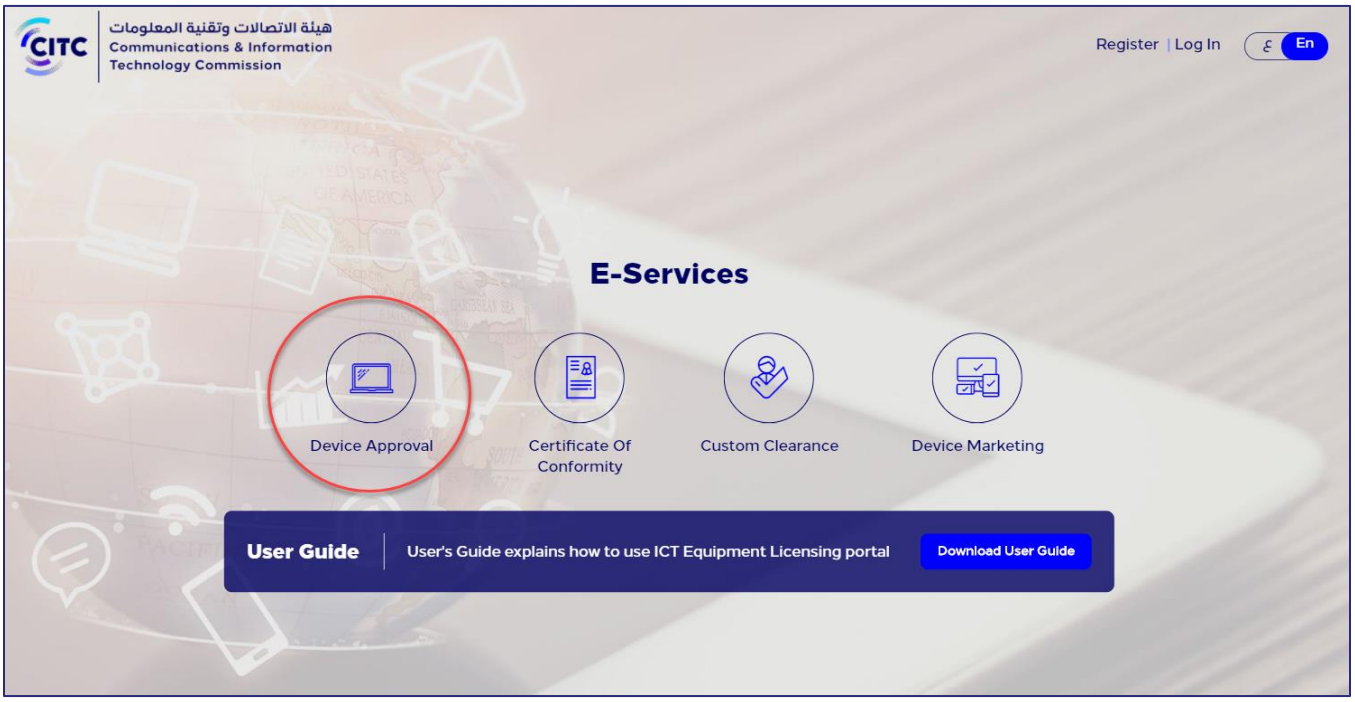

Figure 50: E-Services page

2. In the **E-Services** page, click **Device Approval**.

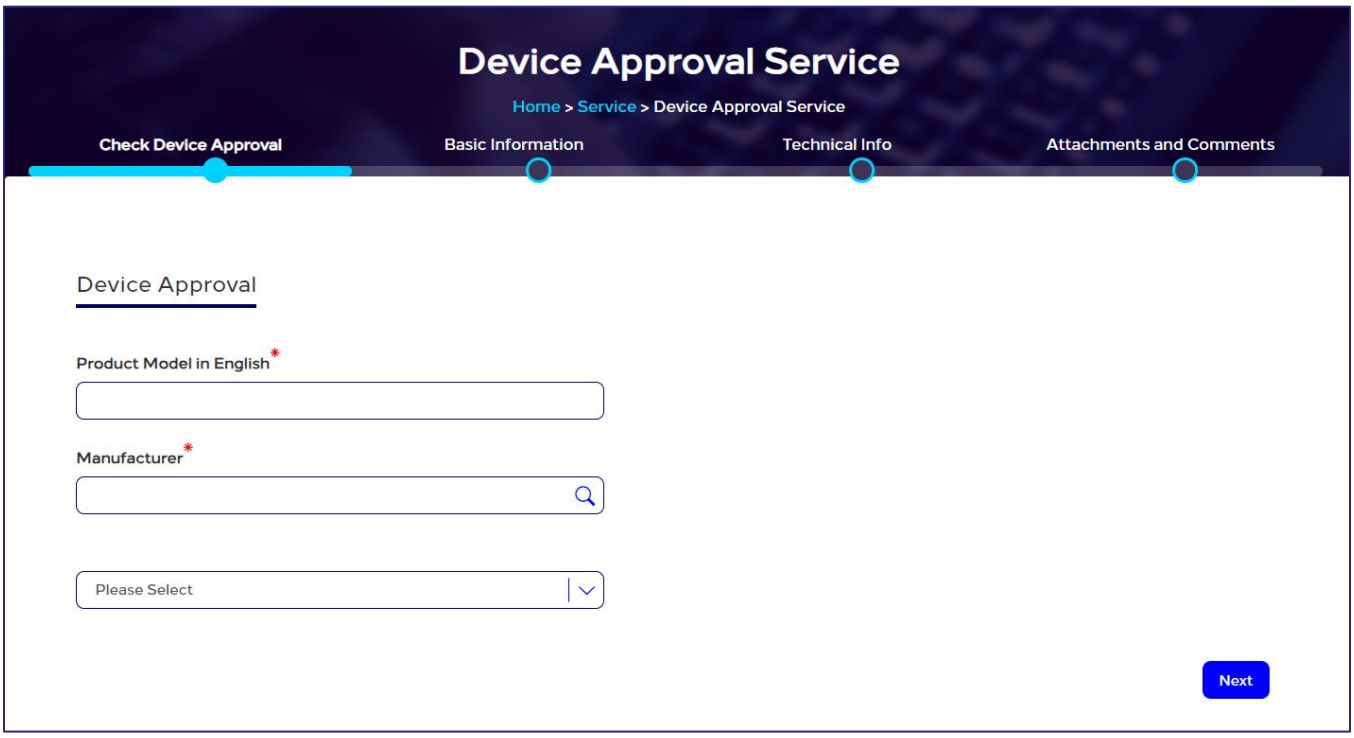

Figure 51: Device Approval Service page

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

- Check Device Approval
- Basic Information
- Technical Info
- Attachments and Comments

Check Device Approval

You are requested to provide the following information to check device approval.

To check device approval

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

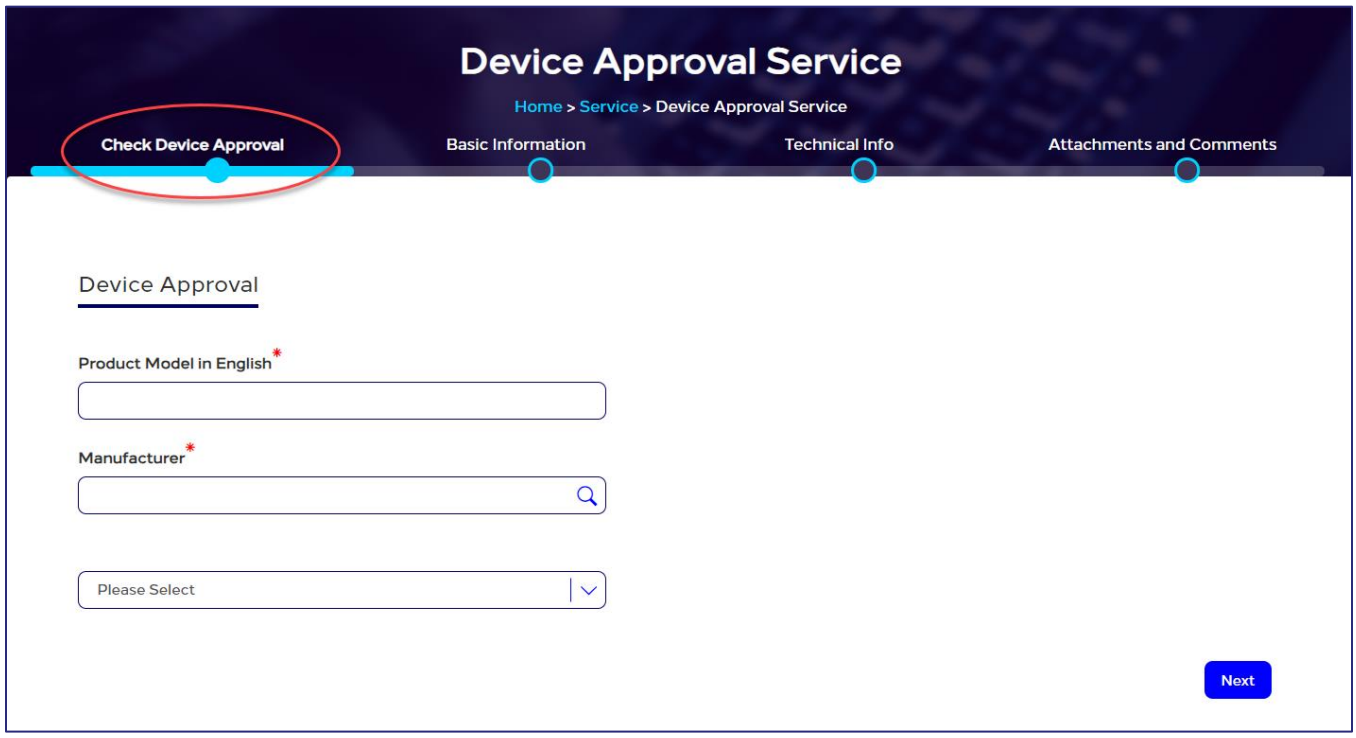

Figure 52: Check Device Approval

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

NOTE	In the following sections, you must 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.

3. Click on the name of each of the sections above to display the fields it contains, then enter the required detailed 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
- ILAC Lab and Institute

- Customs Tariff Code

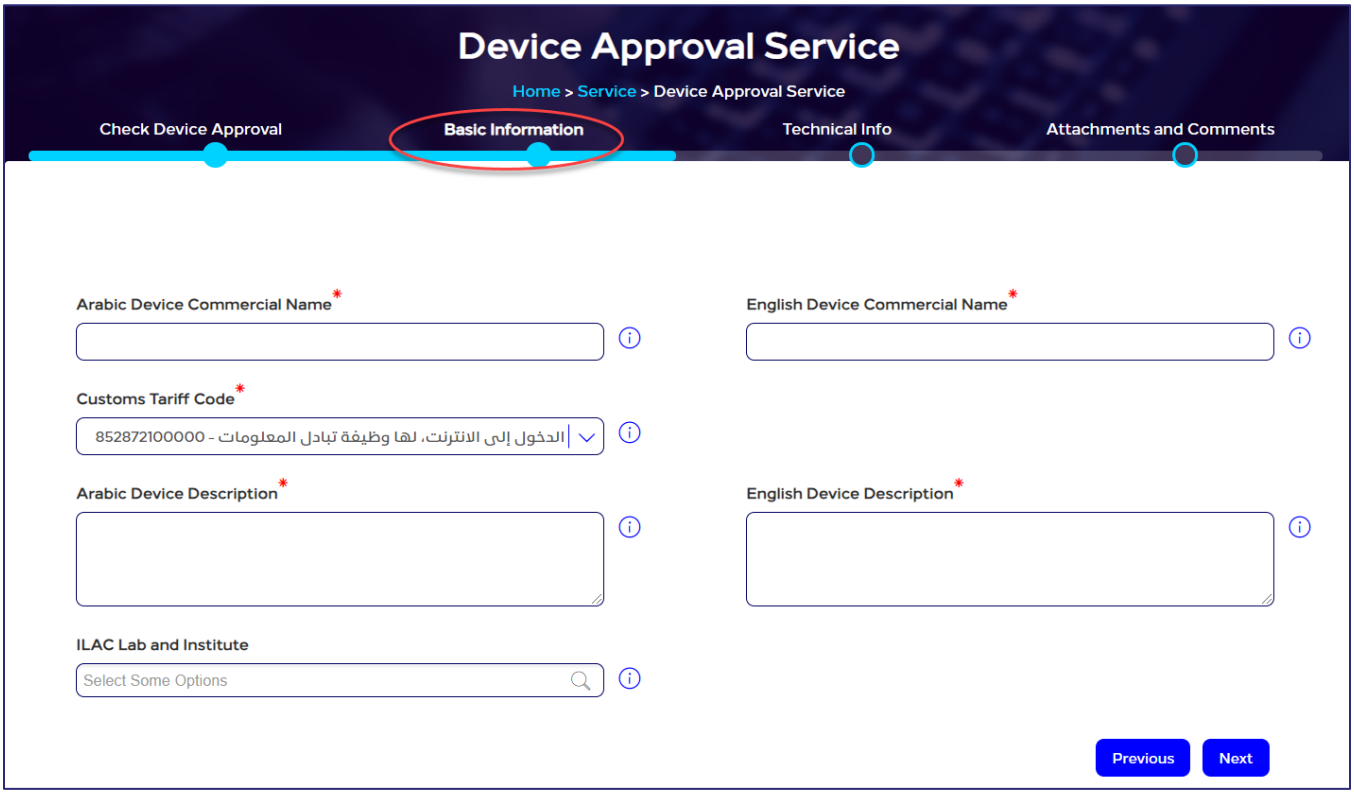

Figure 53: Basic Information section

Technical Information

Through "Technical Info" section, you can provide the following information:

- External Antenna Gain dBi, dB
- CITC Technical Specifications
- Operating Frequency & Transmitted Power

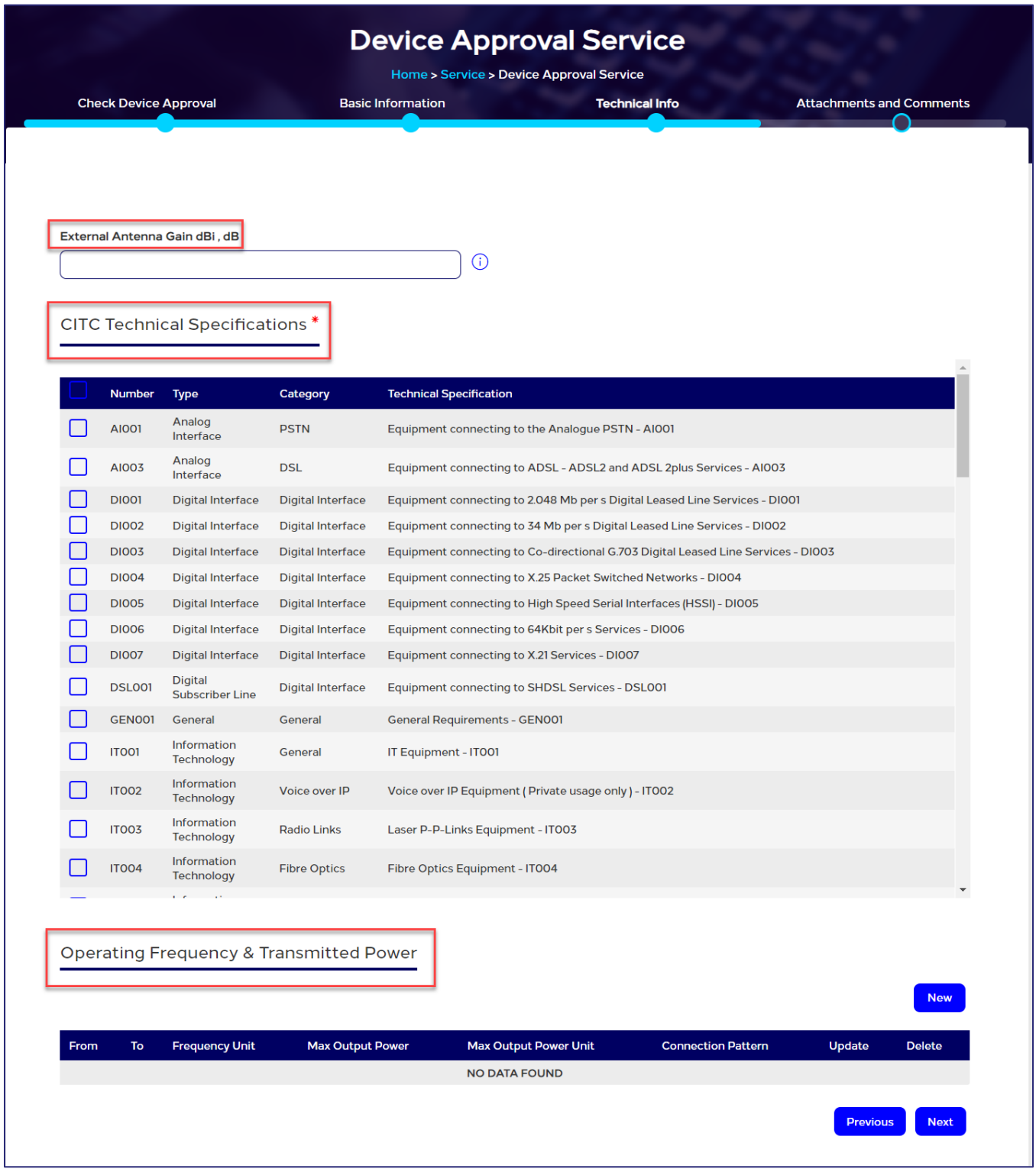

Figure 54: Technical Info Section

CITC Technical Specifications

Select the checkbox next to the item you need to add.

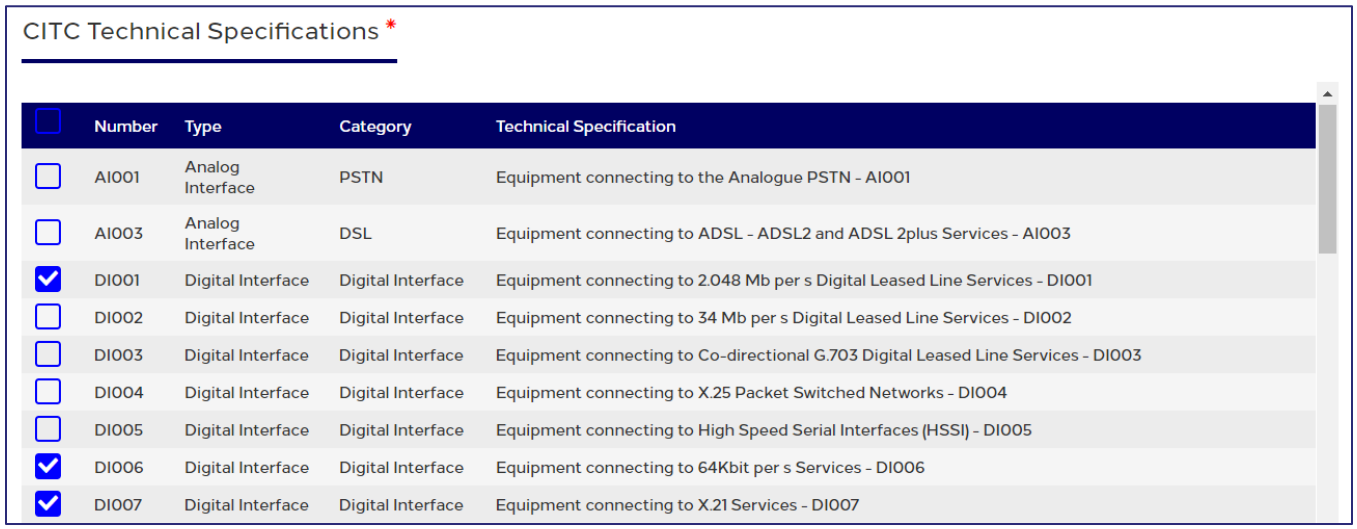

Figure 55: CITC Technical Specifications

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.

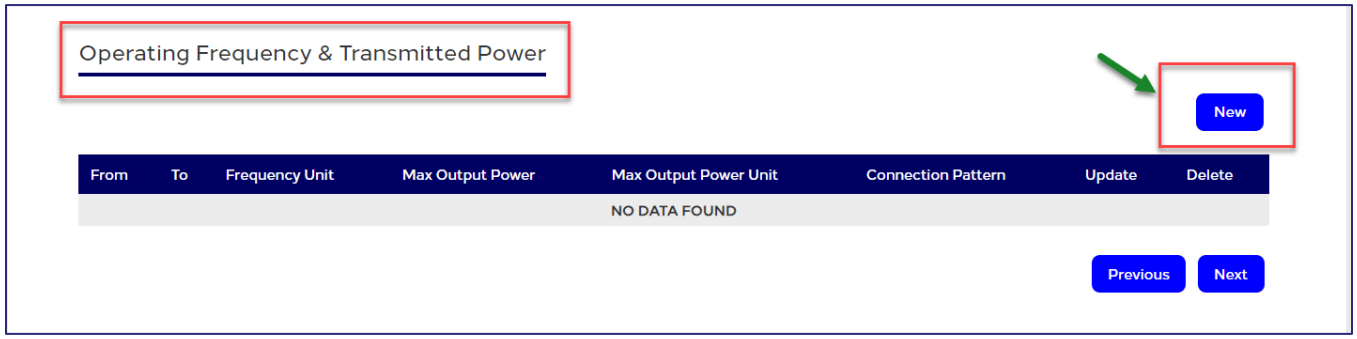

Figure 56: Operating Frequency and Transmitted Power section

To add operating frequency and maximum transmitted power

1. In the Operating Frequency and Transmitted Power table, click New. The New Frequency window opens.

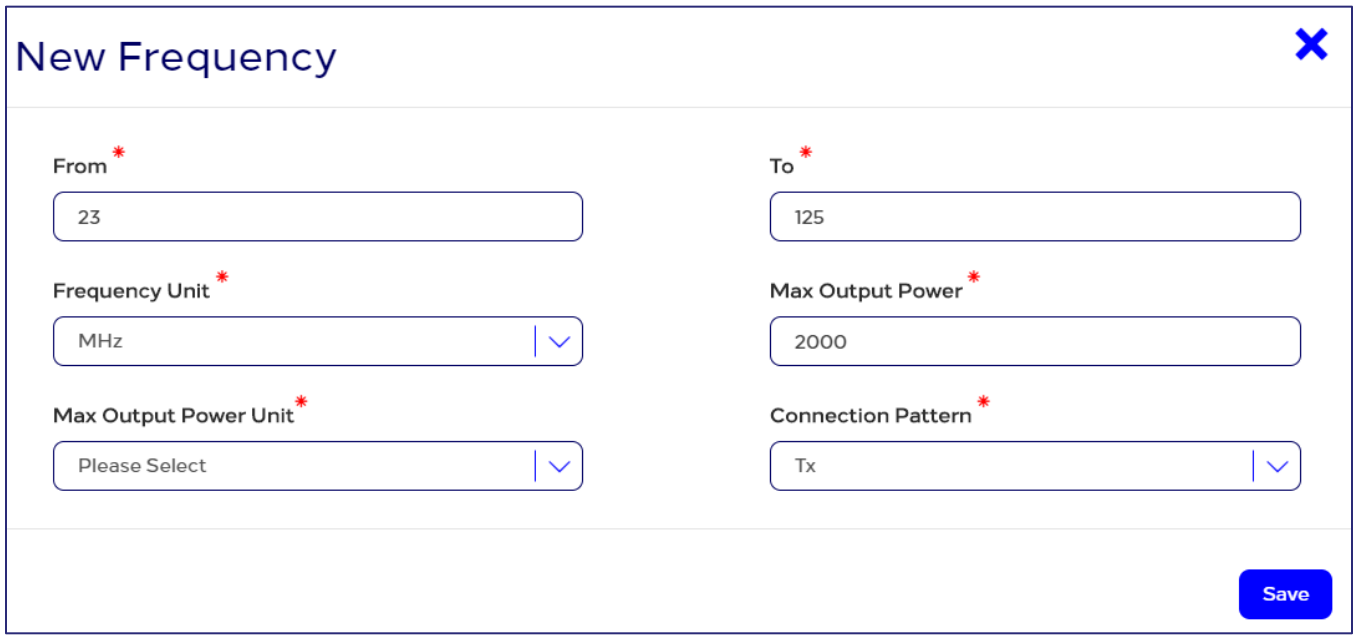

Figure 57: New Frequency window

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

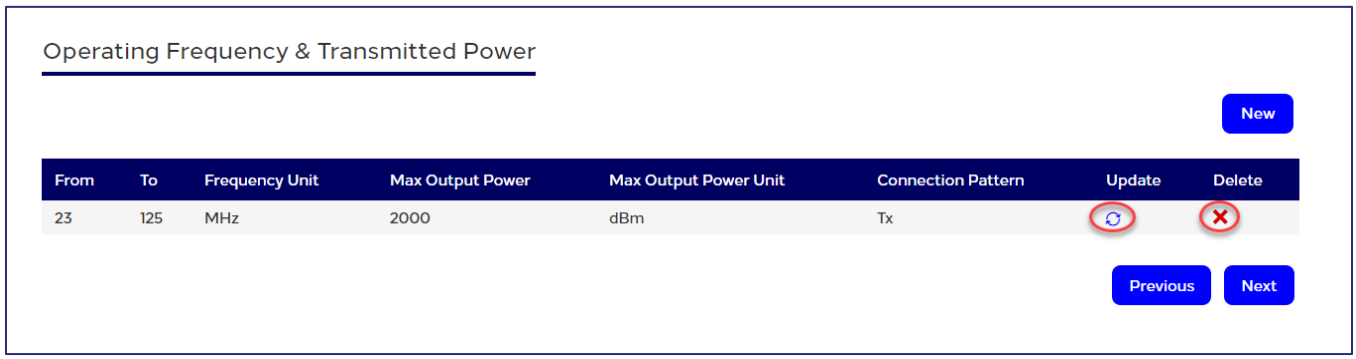

Figure 58: New frequency information

NOTES

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

Attachments and Comments

Through "**Attachments and Comments**" section, you can upload the following documents:

- Approval Certificate Document
- Test Report
- Technical Brochure
- General Attachment

Moreover, you can add any number of comments concerning the device you want to approve.

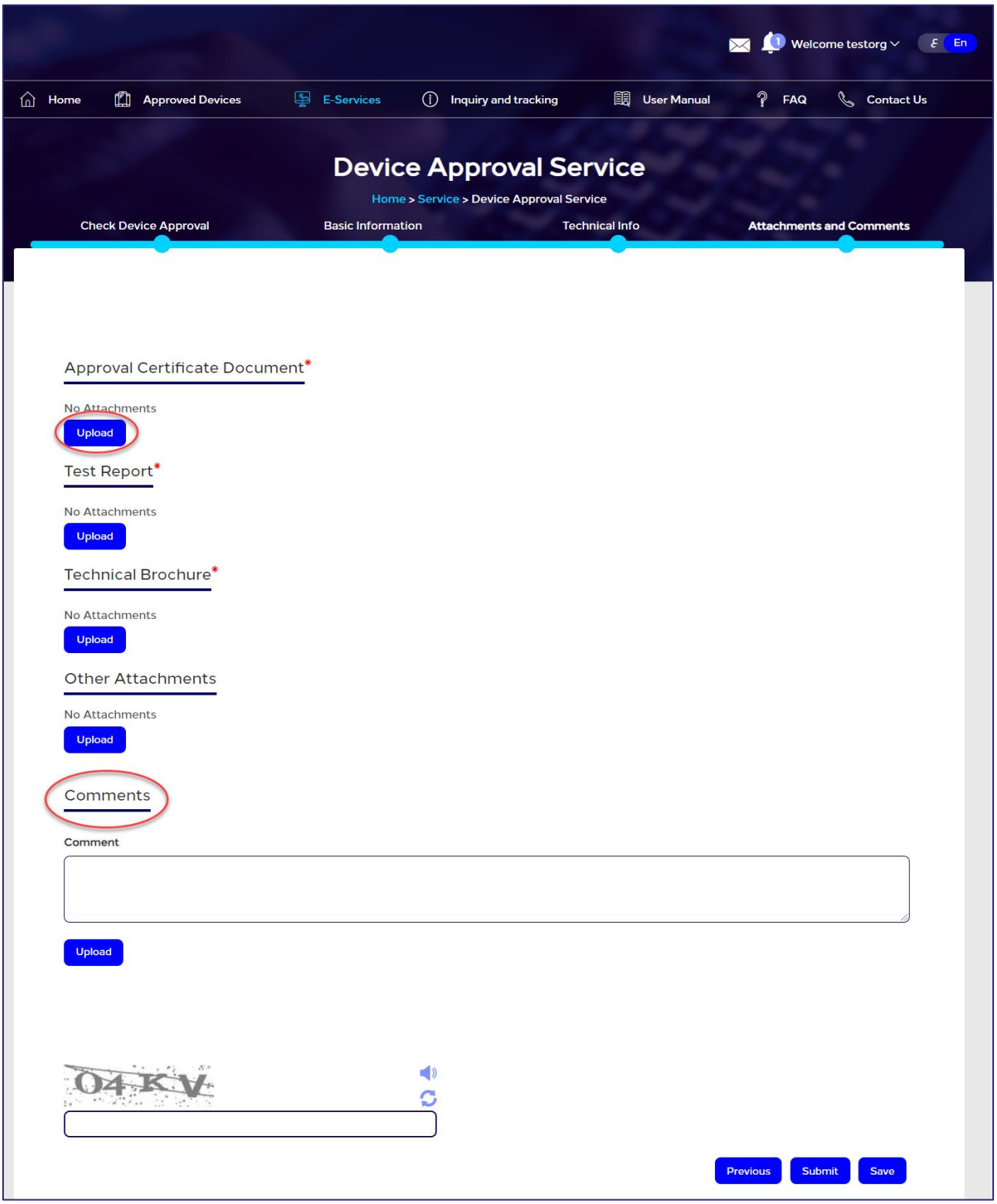

Figure 59: Attachments window

To upload a file and leave a comment

1. In the **Attachments and Comments** section, click **Upload** under each of the required documents, **Attachments** window opens.

Figure 60: Attachments window

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**.

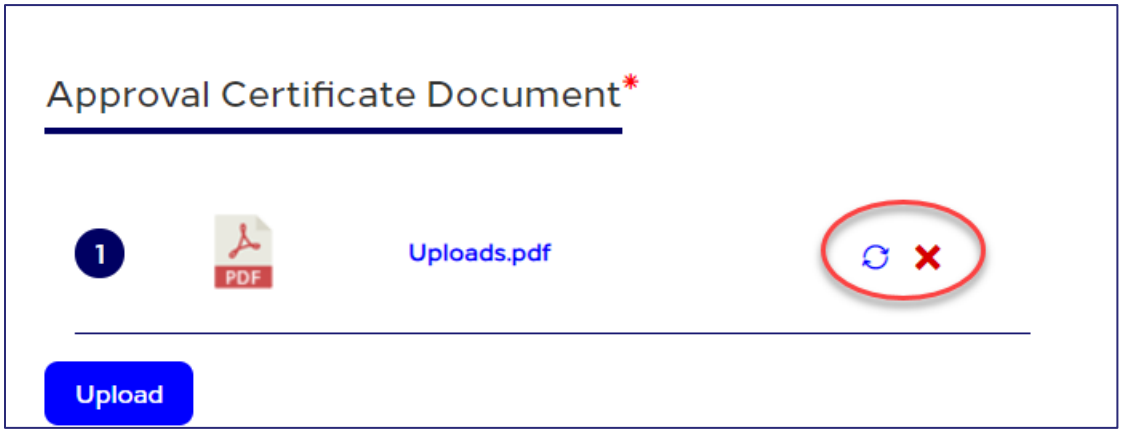

Figure 61: Information of the file added

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).

3. Under **Comments**, leave your comment regarding the request you are submitting.

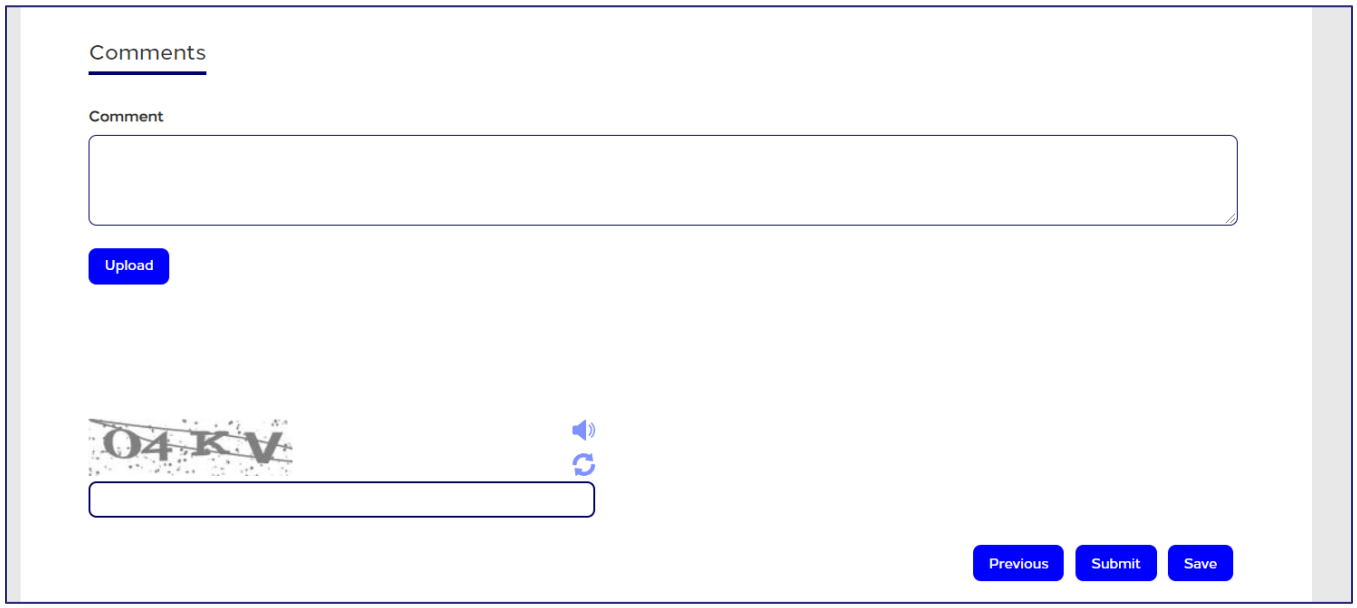

Figure 62: Previous Comments section

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 **Previous** 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 are 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**.

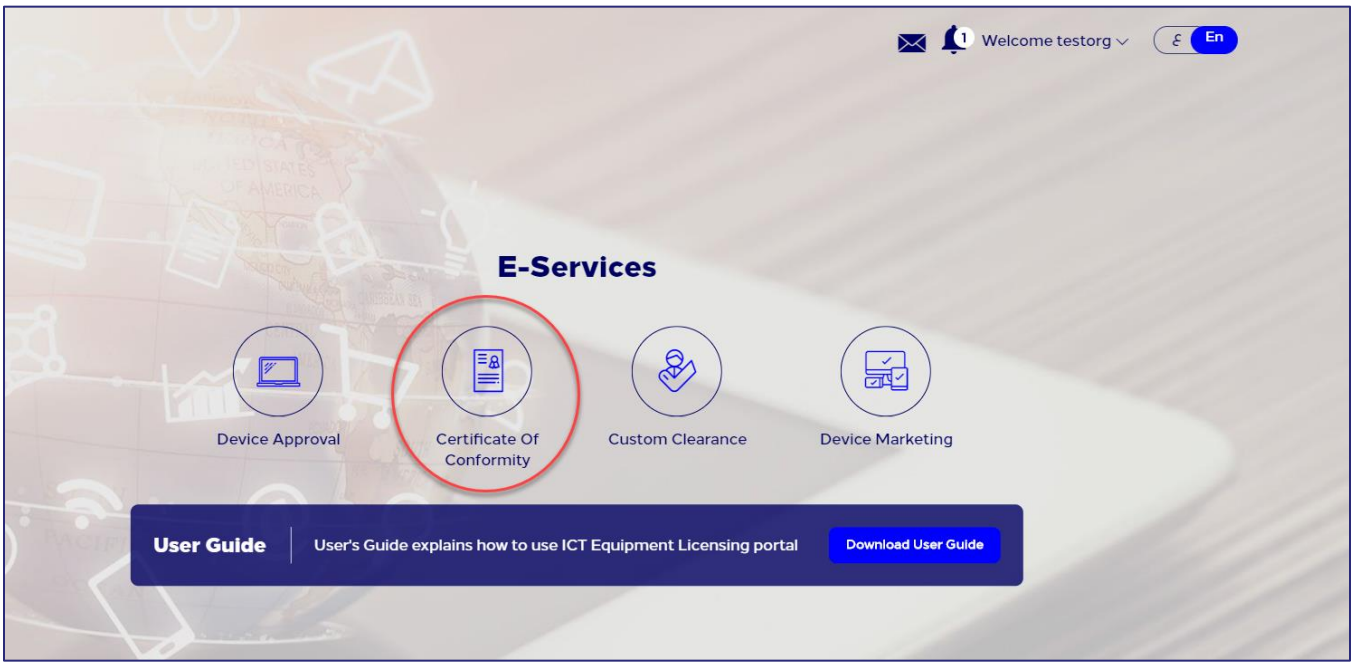

Figure 63: E-Services page

2. In the **E-Services** page (previous figure), click **Certificate of Conformity**.

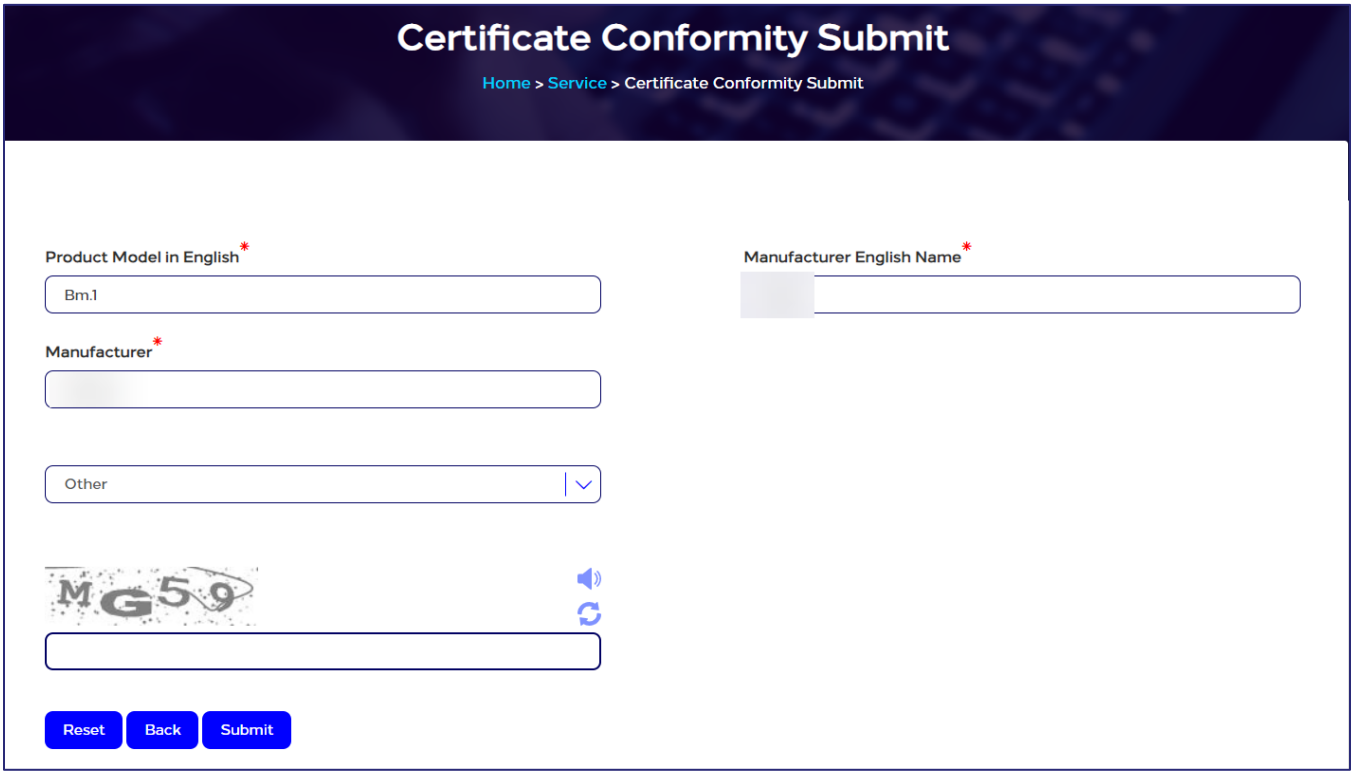

Figure 64: Certificate Conformity Submit page

3. 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.
4. In the **Manufacturer** dropdown menu, select the company producing the device.
5. 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
- Technical Information
- Operating Frequency and Transmitting Power

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

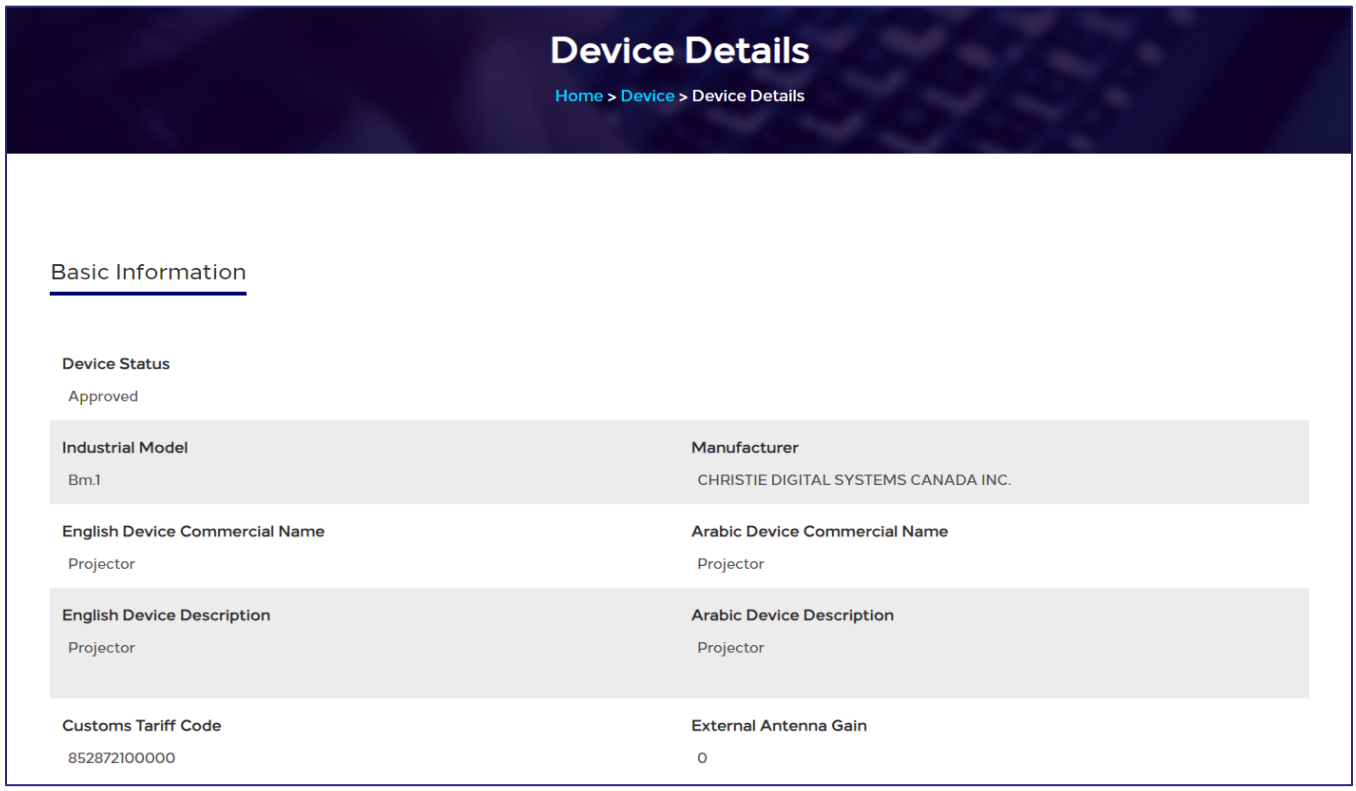

Figure 65: Basic Information section

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

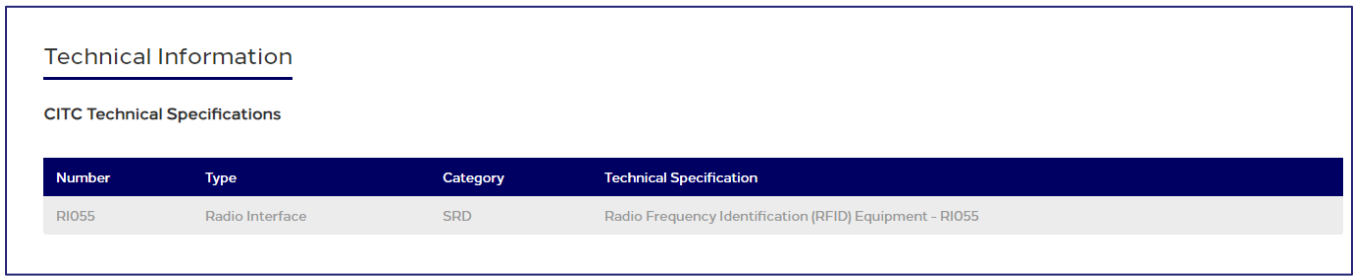

Figure 66: Technical Information section

Operating Frequency and Transmitting Power

The section displays the details of device's operating frequency and transmitting power [If Any].

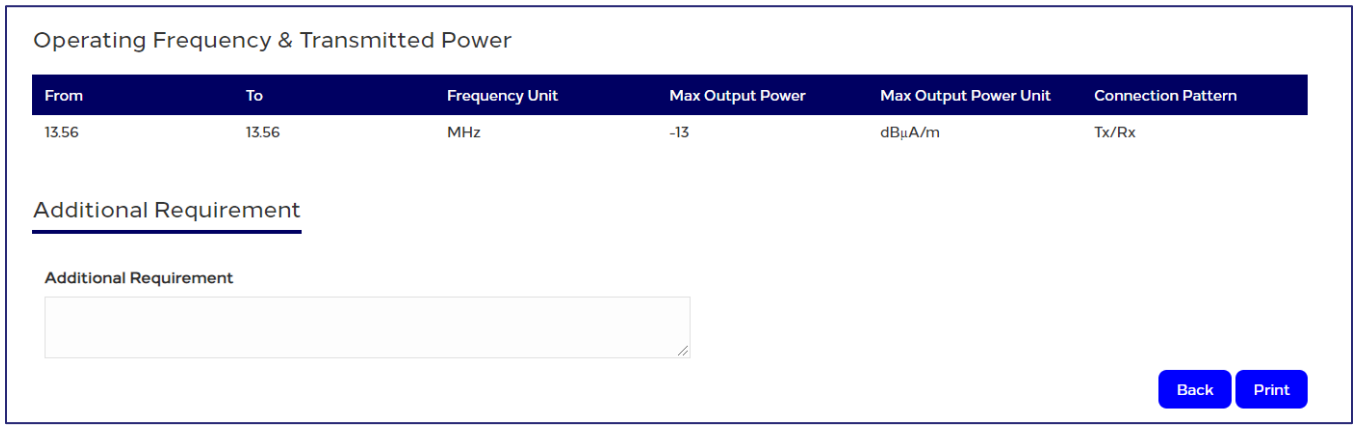

Figure 67: Operating Frequency and Transmitting Power

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.

هيئة الاتصالات وتقنية المعلومات
Communications & Information
Technology Commission

شهادة مطابقة
Conformity Certificate

Certificate No:	2020-16	رقم الشهادة :
Applicant Information		معلومات مقدم الطلب
Applicant:	english name	اسم الجهة :
Certificate Details		بيانات الشهادة
Issue Date:	12/10/2020 — 1442/02/25	تاريخ الاصدار :
Validity Period:	12/10/2022 — 1444/03/16	تاريخ الانتهاء :
Device Details		بيانات الجهاز
Product Name:	Projector	اسم المنتج :
Product Model:	Bm.1	موديل المنتج :
Manufacturer:	CHRISTIE DIGITAL SYSTEMS CANADA INC.	المصنع :
Additional Details		معلومات اضافية
Operating Frequency : Maximum Output Power allowed (EIRP) :	13.56 MHz:-13 dBµA/m	الترددات المستخدمة : وطاقة الخرج القصوى المسموحة
Device comply with CITC technical Specification No.:	RI055	الجهاز مطابق لمواصفات الهيئة رقم :
Additional Requirement		متطلبات اضافية

يمكن التحقق من صحة وصلاحية هذه الشهادة من خلال زيارة الرابط ادناه في الموقع الإلكتروني لهيئة الاتصالات وتقنية المعلومات
http://ers.citc.gov.sa

او عن طريق مسح الرمز التالي :

اعتماد الشهادة

بناءً على نظام الاتصالات الصادر بالمرسوم الملكي ذي الرقم (م/12) والتاريخ 1422/03/12هـ ولائحته التنفيذية, وبموجب تنظيم هيئة الاتصالات وتقنية المعلومات بقرار مجلس الوزراء رقم (74) والتاريخ 1422/03/05هـ, فقد أصدرت الهيئة هذه الوثيقة بخصوص مطابقة الجهاز المشار إليه أعلاه. علماً بأن هذه الوثيقة لا تعتبر موافقة على فسح الأجهزة المشار إليها أعلاه أو الترخيص باستخدامها, بل هي شهادة مطابقة للمواصفات الفنية المعمول بها بالهيئة. كما أن هذه الشهادة قد صدرت عن الهيئة بناءً على المعلومات المتاحة لها والتي وفرتها الجهة المستوردةأو المصنعة وقت صدور هذه الشهادة, ولا يجوز استخدام أو حيازة الأجهزة أو المتاجرة بها بصورة تخالف أحكام وأنظمة هيئة الاتصالات وتقنية المعلومات و الأنظمة الأخرى ذات العلاقة المعمول بها في المملكة, وتتحمل الجهة المستوردة أو المصنعة وحدها المسئولية عن أية أضرار أو خسائر أو إصابات قد تنشأ عن حيازة أو استخدام هذه الأجهزة أو المتاجرة بها. وفي حال كون الأجهزة مصنعة خارج المملكة فإنه يجب التقدم إلى الهيئة من قبل المستورد بطلب لفسح الأجهزة قبل/وقت وصولها إلى أحد المنافذ الجمركية

Figure 68: 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 custom 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**.

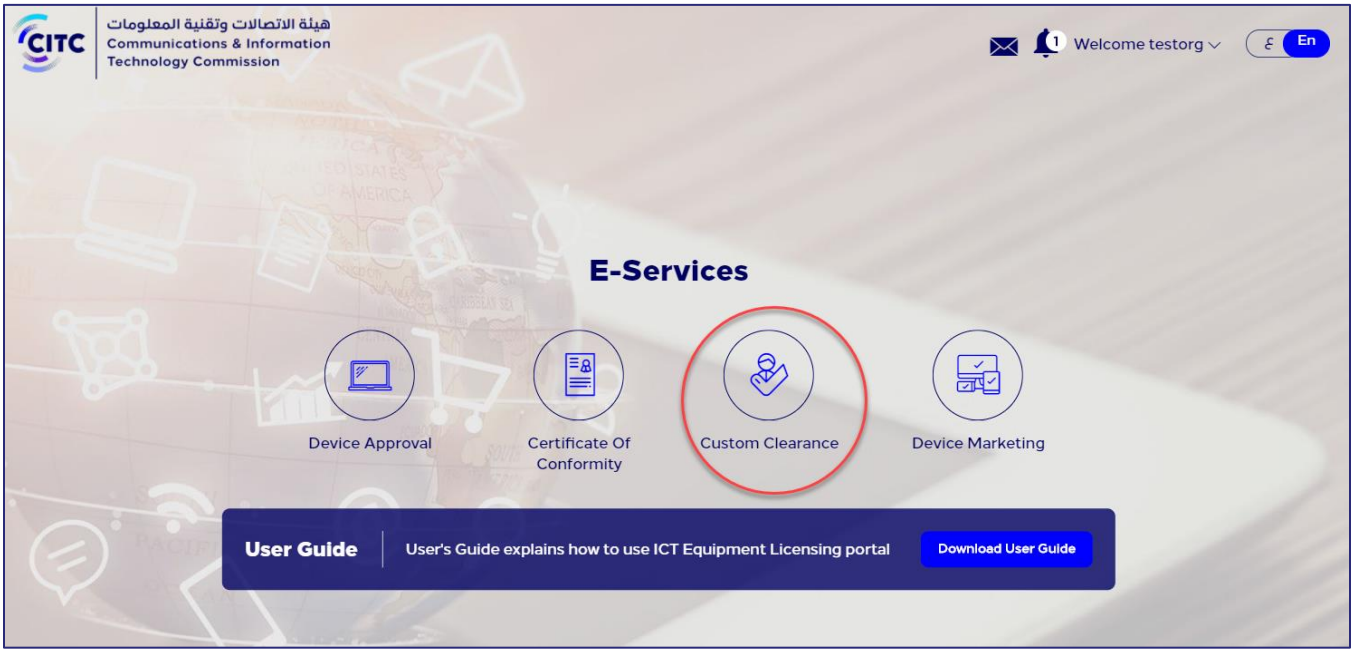

Figure 69: E-Services page

2. In the **E-Services** page, click **Custom Clearance**.

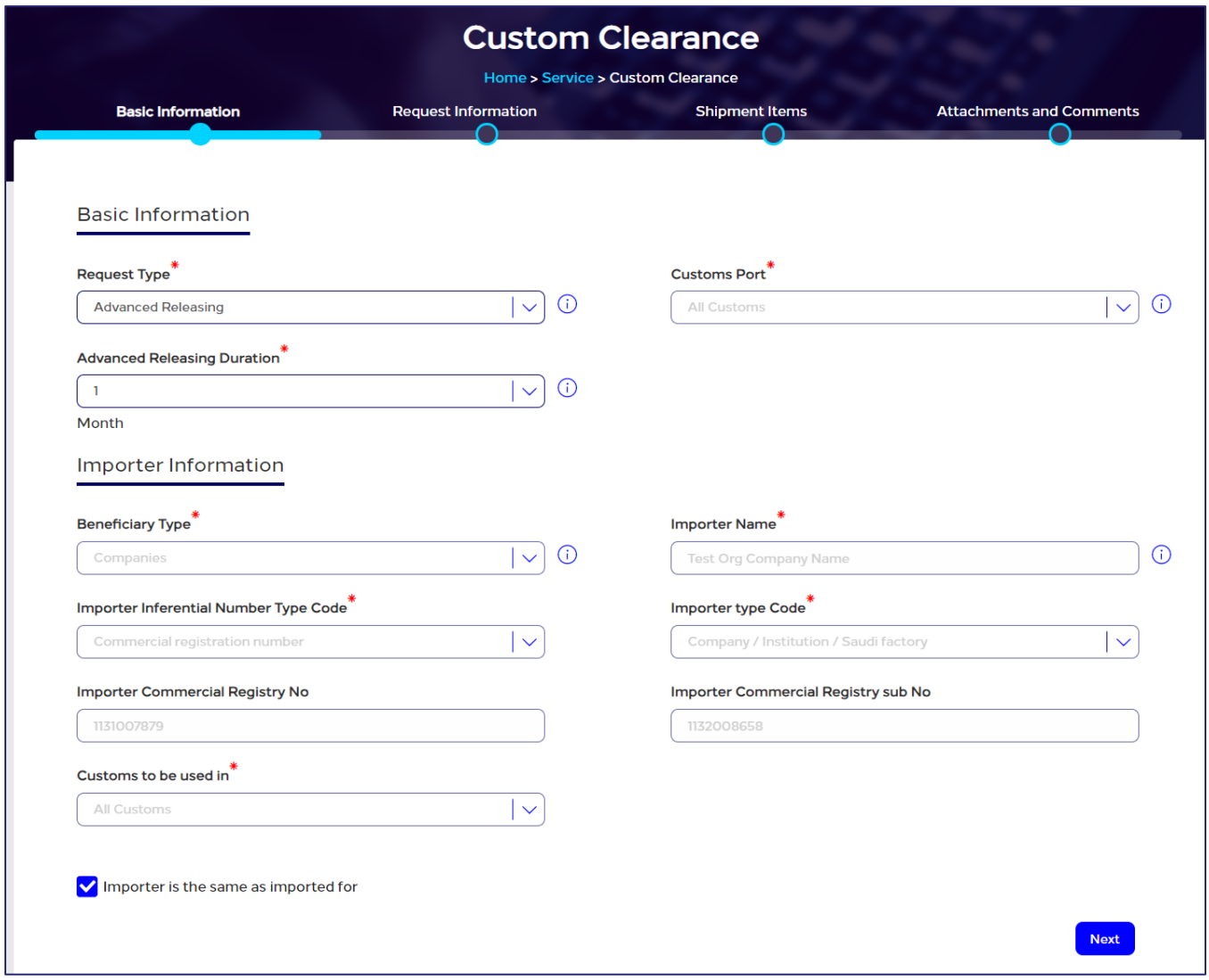

Figure 70: Custom Clearance page

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
- Request Information
- Shipment Items
- Attachments and 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 must 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.

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

Figure 71: Custom Clearance page – Basic Information section

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

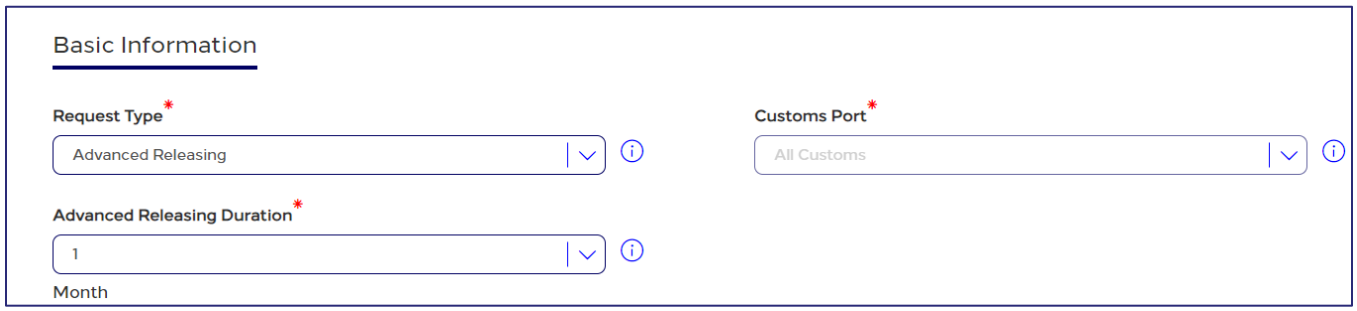

Figure 72: Custom Clearance page – Basic Information section – Temporary Releasing

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. Otherwise, a CITC competent official will deactivate your system account.

Through **Basic Information** section, you also provide beneficiary entity information.

Importer 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

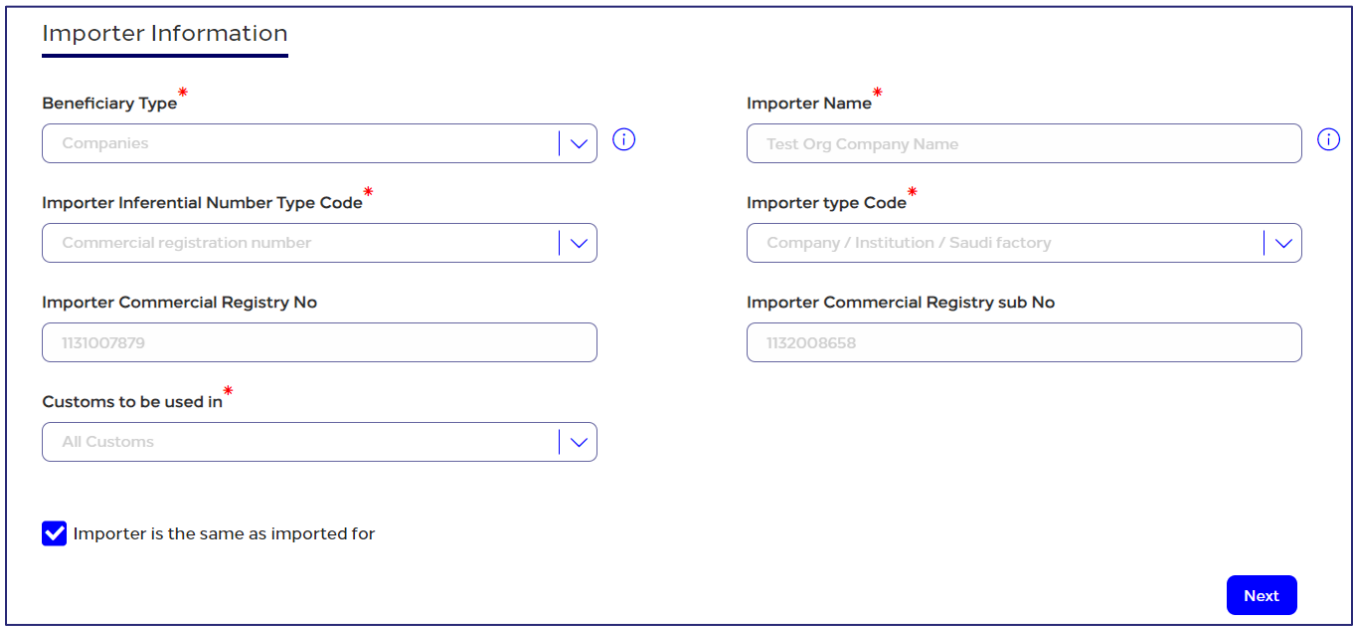

Figure 73: Custom Clearance page – Beneficiary Entity Information section

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:

- 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)

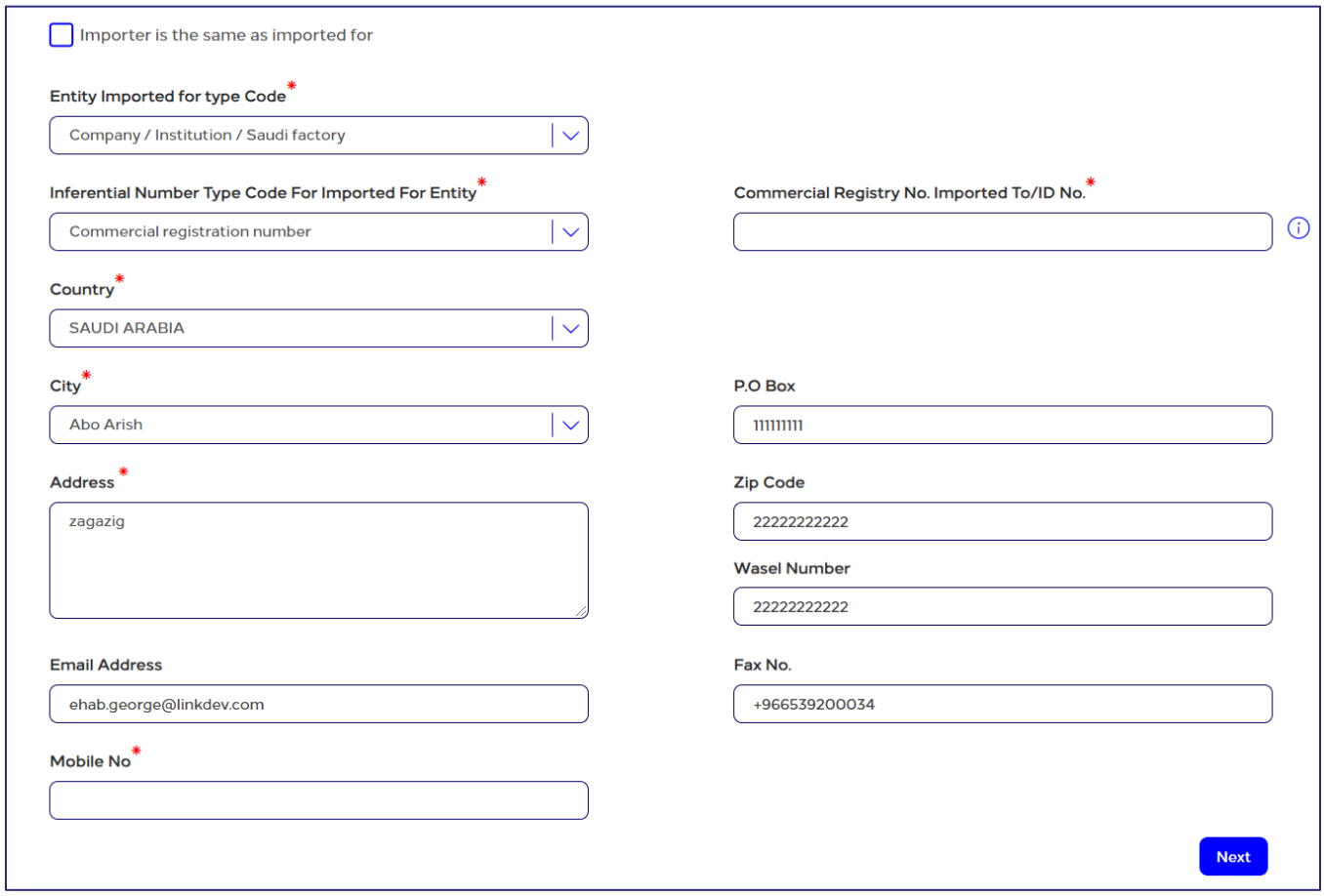

Figure 74: Beneficiary Entity Information section – Importer is different from imported for

Request Information

Through this section, you will be asked to provide the purpose of importing the shipment.

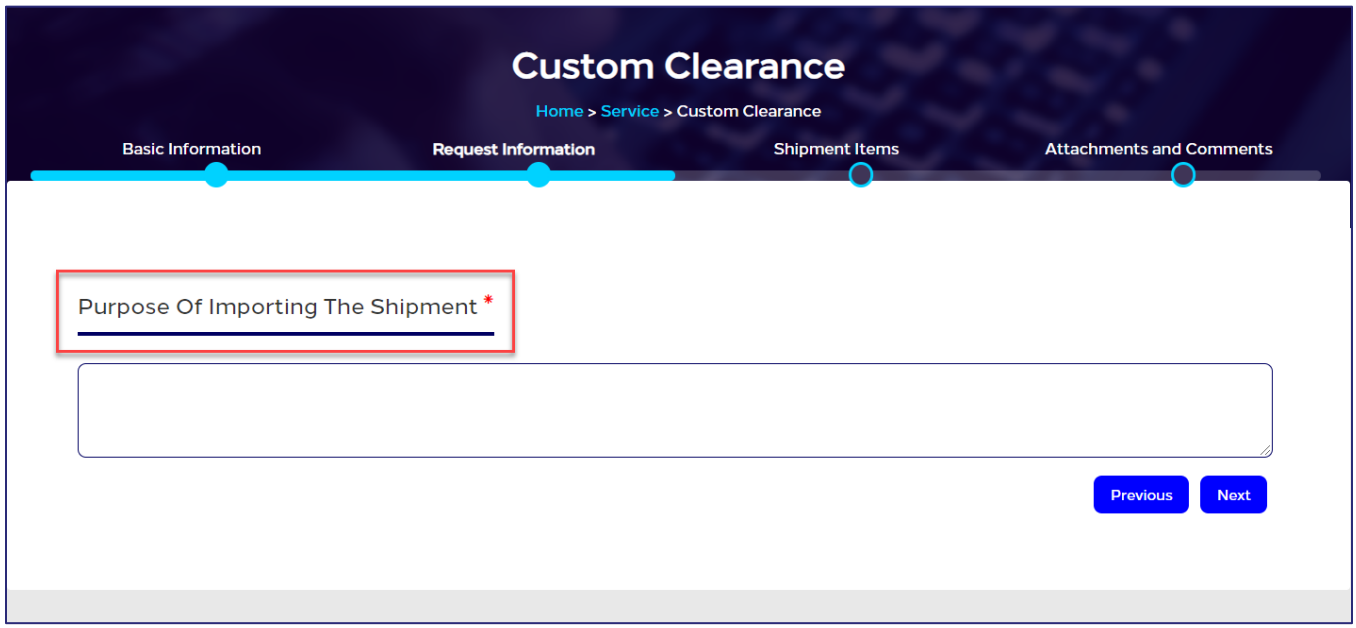

Figure 75: Custom Clearance/ Request Information Section

Shipment Item Information

The **Shipment Items 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.

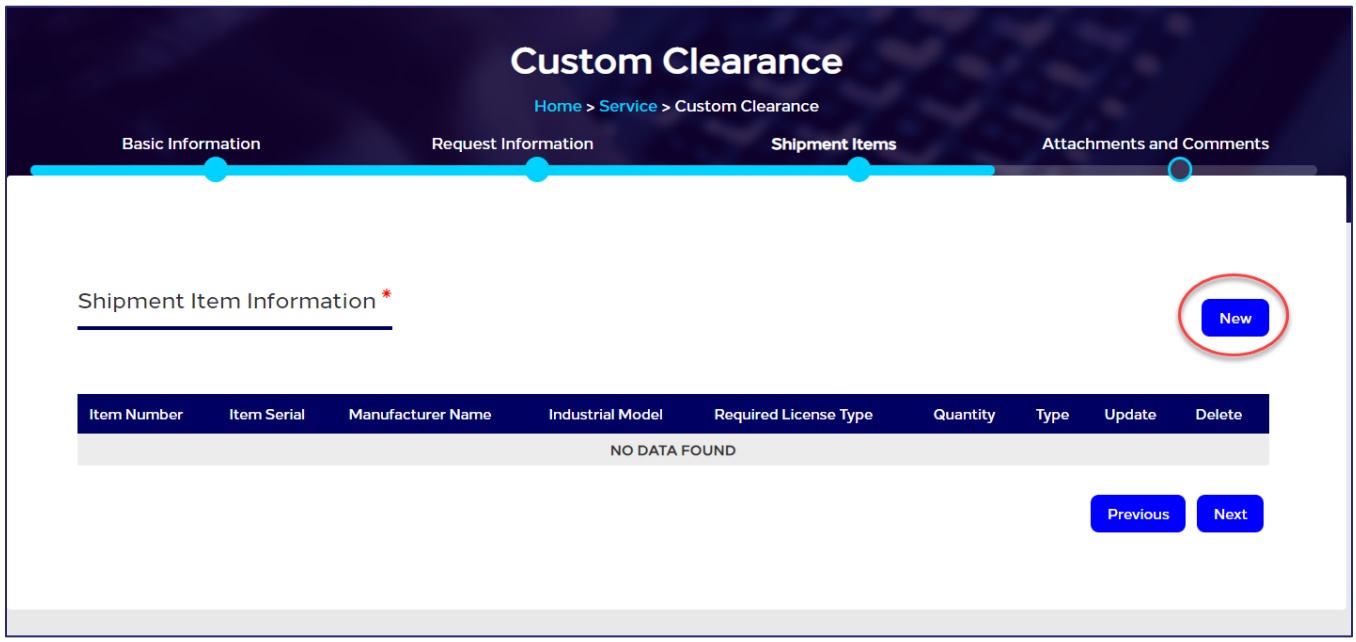

Figure 76: Custom Clearance page – Shipment Item Information section

To add shipment items information

1. In the Shipment Items Information table, click New. A new page opens so you can enter detailed information about shipment items.

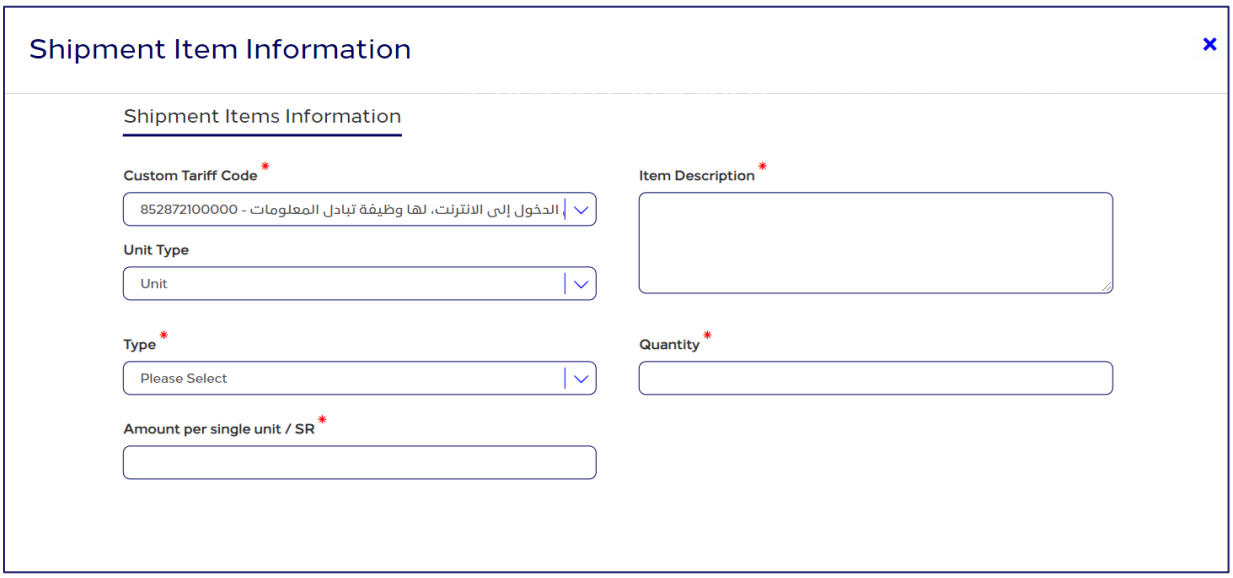

Figure 77: Adding shipment items detailed information

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**)

Device	Spare Part
The section **Device Main Info appears** to help the user enter device information, as shown in the Device Main Info section.	The sections **Spare Parts** and **Attachments** appear to help the user enter detailed information about the spare parts imported and attach their associated documents, as shown in the sections Spare Parts and Attachments consecutively.

Device Main Info

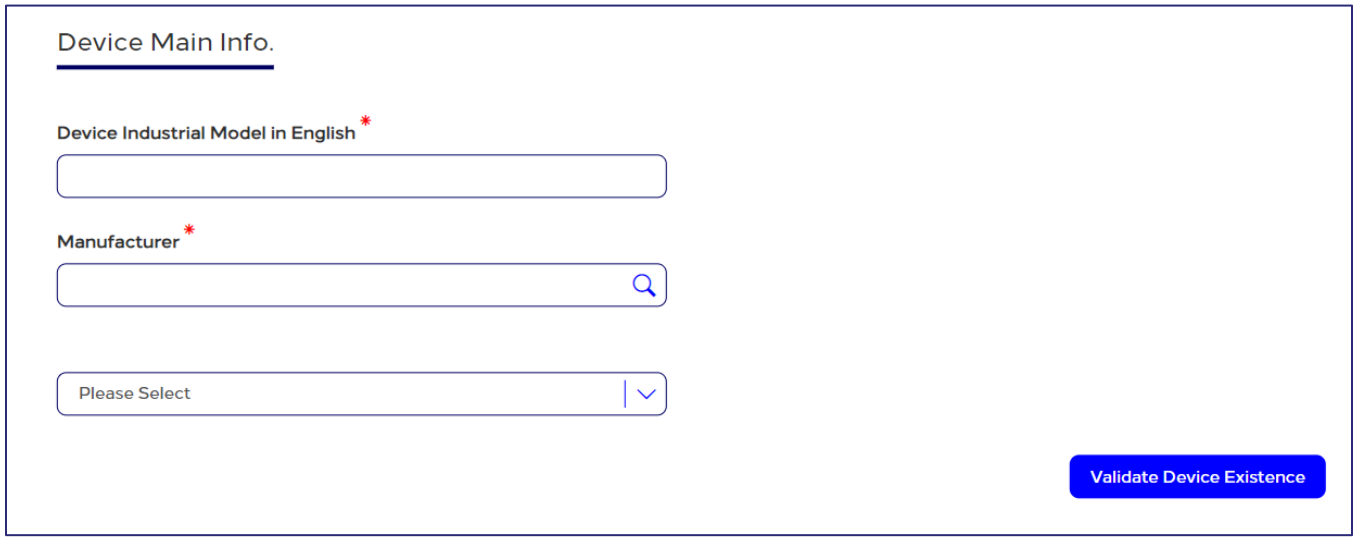

Figure 78: Custom Clearance page – Device Main Info section

To display device information

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 CITC 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 CITC approved device, but require special device specifications certificates or require examination by CITC, 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
    - CITIC Technical Specifications
    - Operating Frequency & Transmitted Power
    - Attachments

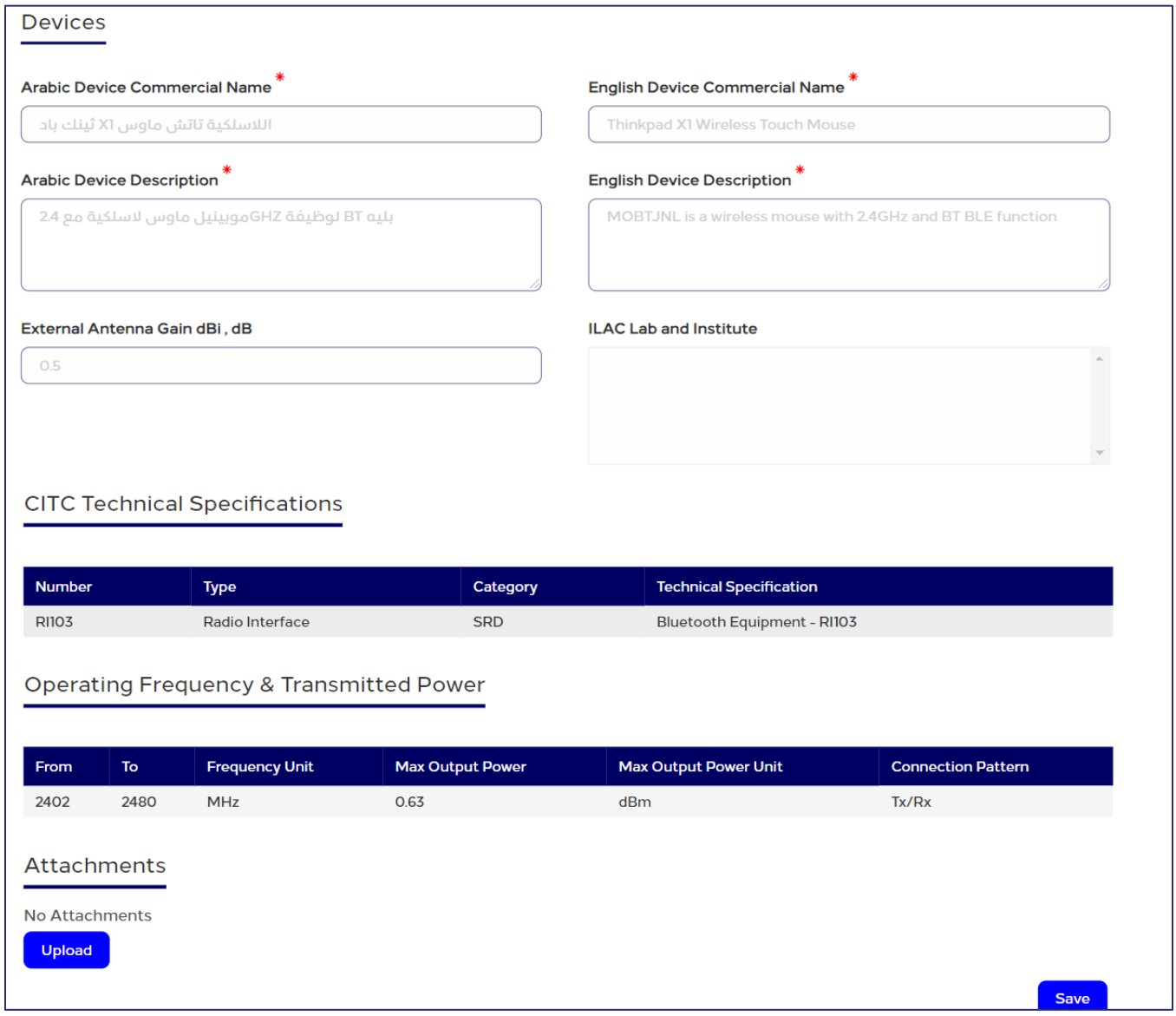

Figure 79: Device Main Info section

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.

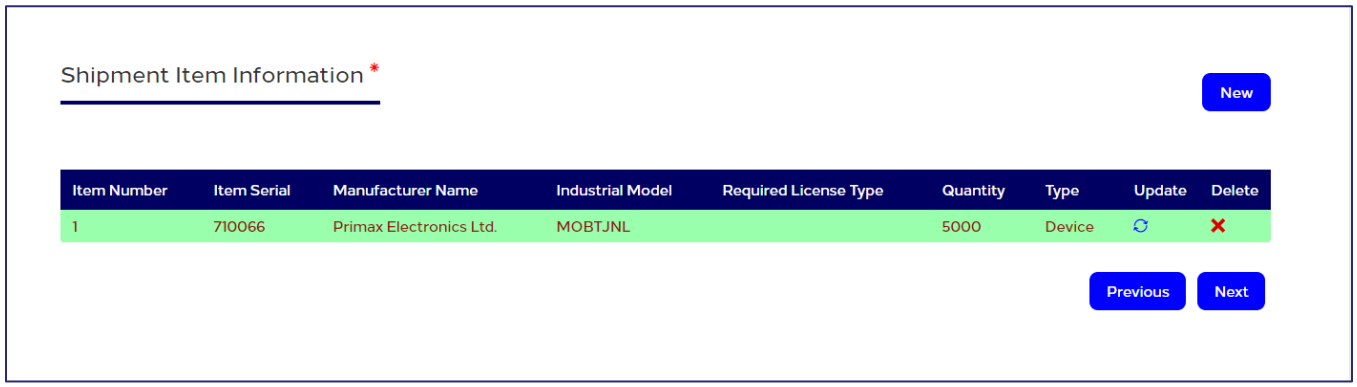

Figure 80: Shipment Items Information section – added shipment device information

NOTES

- 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).

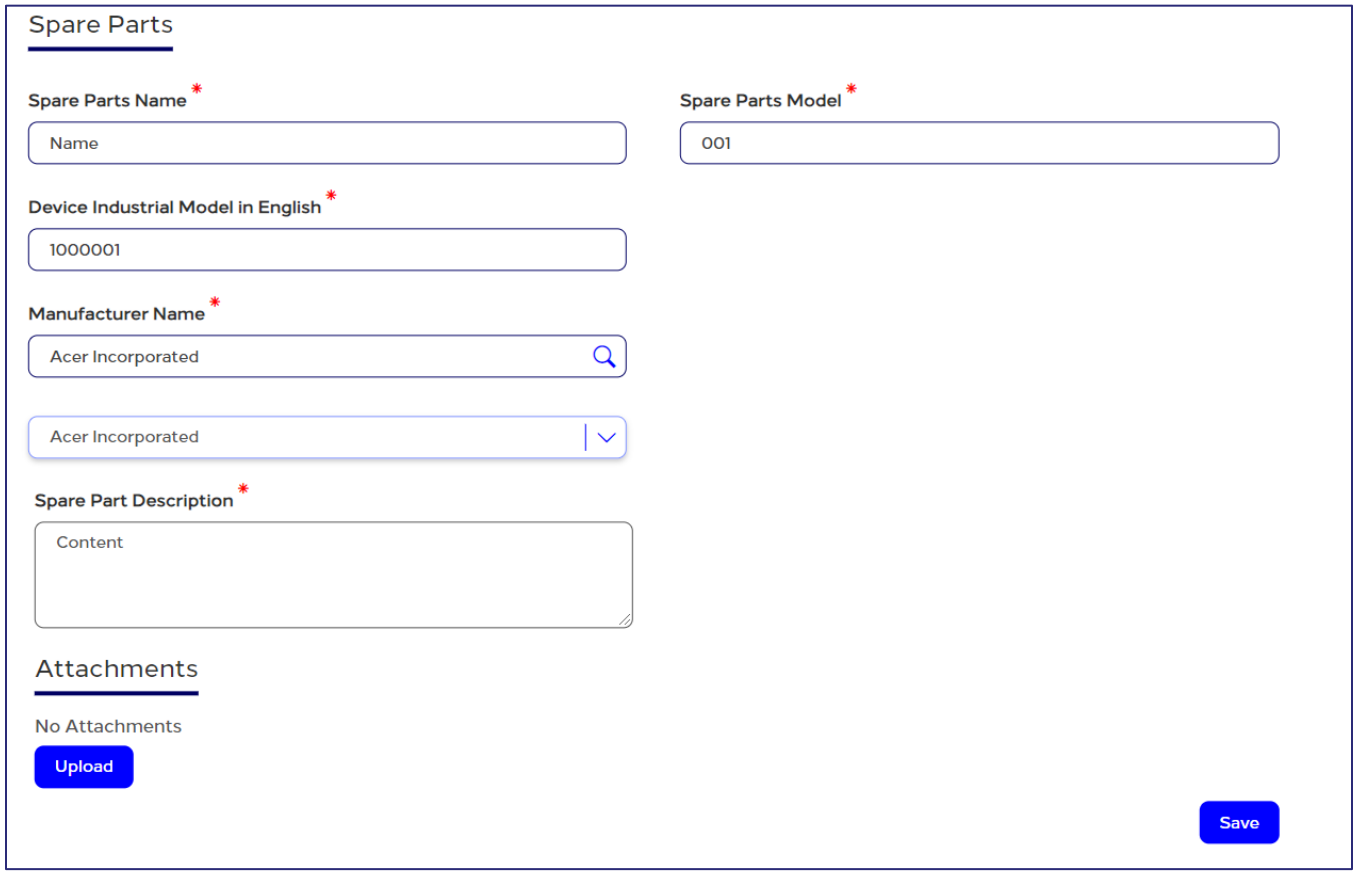

Figure 81: Custom Clearance page – Spare Parts section

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 [Spare Parts]

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

Figure 82: Custom Clearance page – Attachments section

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.

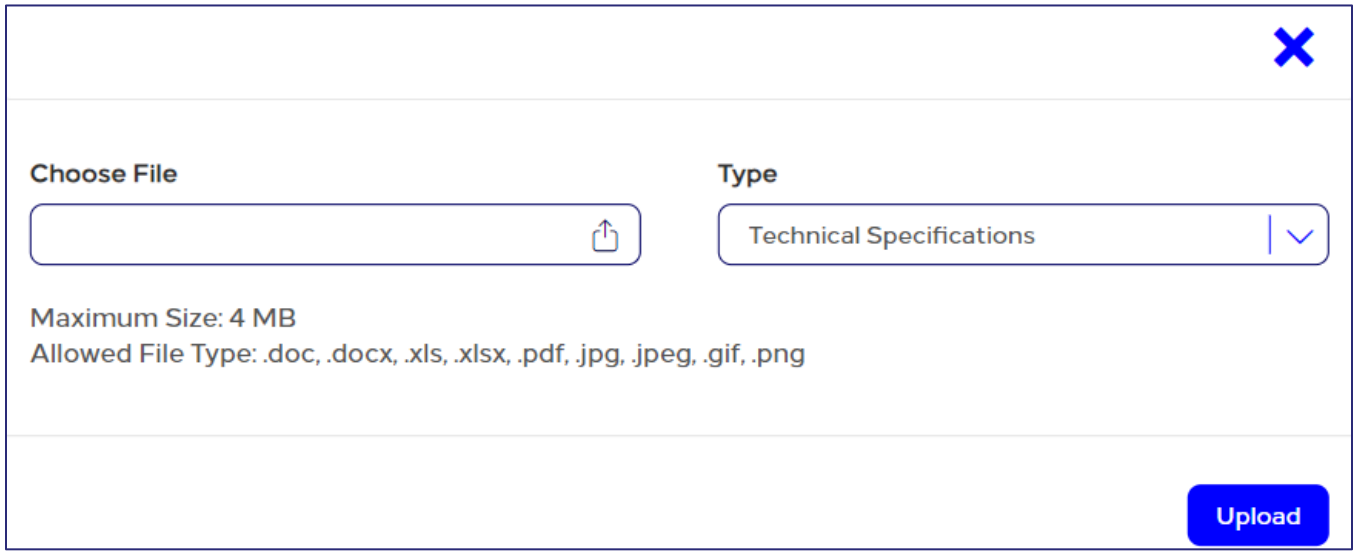

Figure 83: Attachments section – Uploading a file

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**.

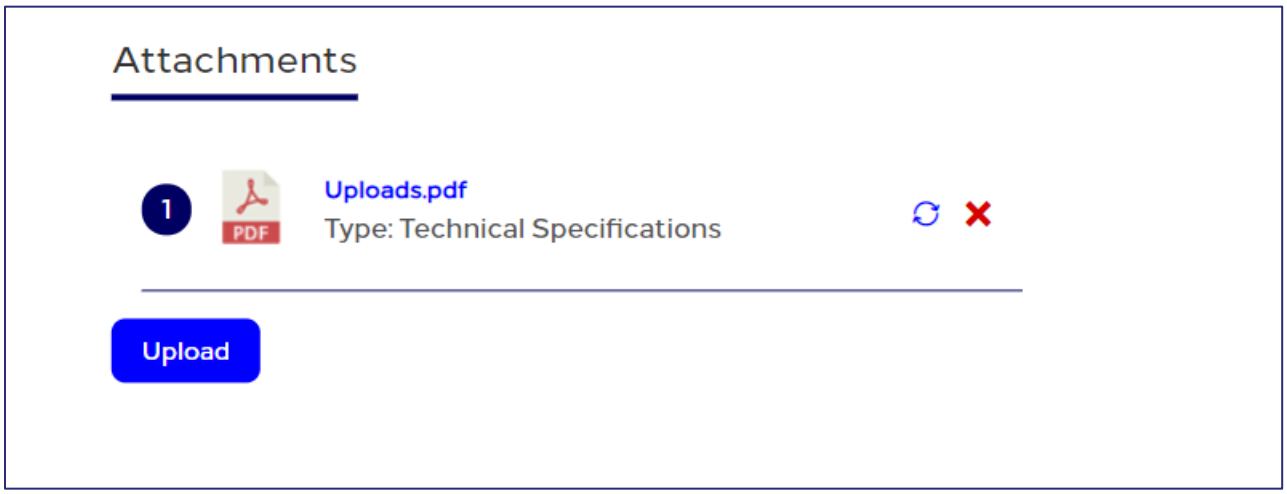

Figure 84: Attachments section – attached file details

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).

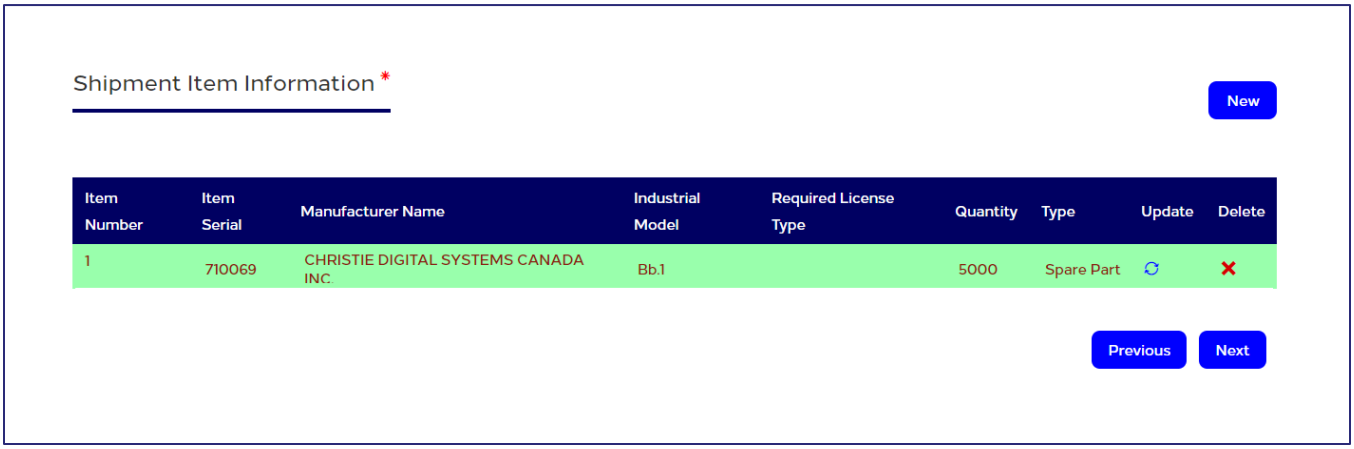

Figure 85: Shipment Item Information section - added spare part shipment items information

NOTES

- You can modify shipment items information by clicking next to the shipment item you want to modify (previous figure).

- You can delete shipment items information by clicking ✖ next to the shipment item you want to delete (previous figure).

Attachments and Comments

The **Attachments** section enables you to upload files related to the shipment. Also, you can display the previous comments system administrators left on this shipment.

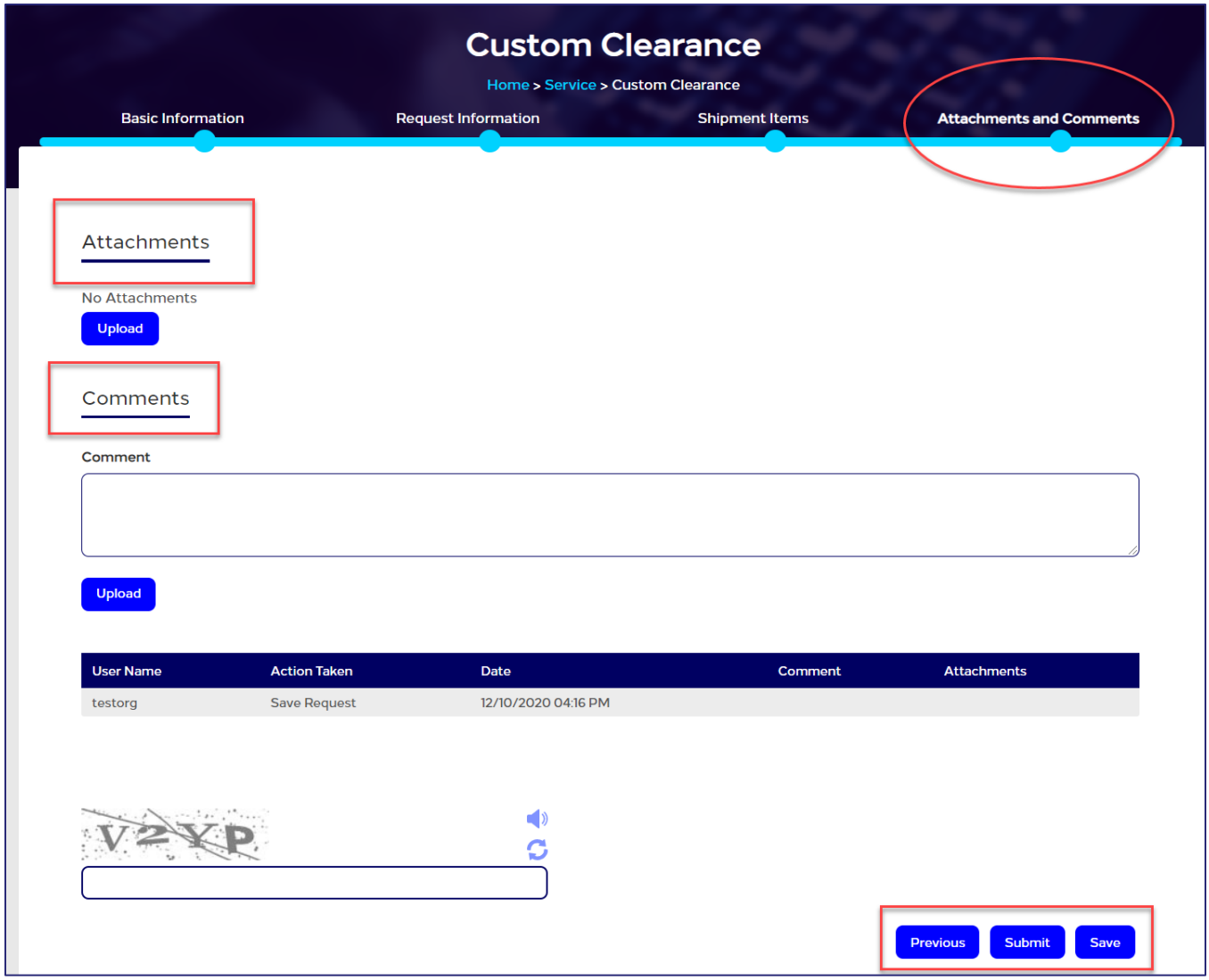

Figure 86: Custom Clearance page – Attachments section

To upload a file

1. In the **Attachments** section, click **Upload**. A window appears to add a new attachment.

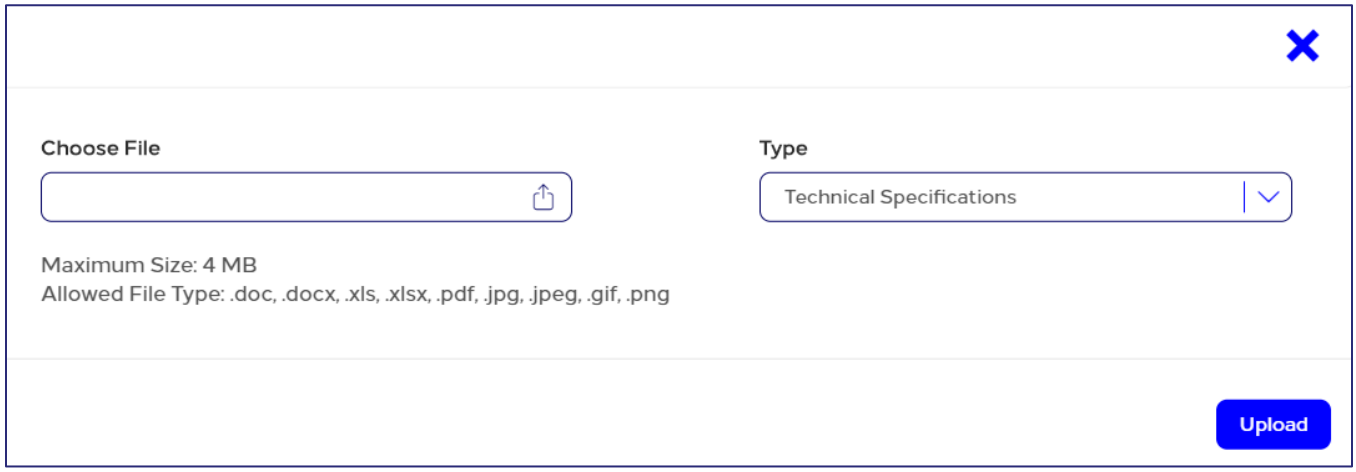

Figure 87: Attachments section – Adding a file

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 88: Attachments section – attached file details

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).

3. Under **Previous Comments**, leave your comment regarding the request you are submitting.

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	• 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 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.

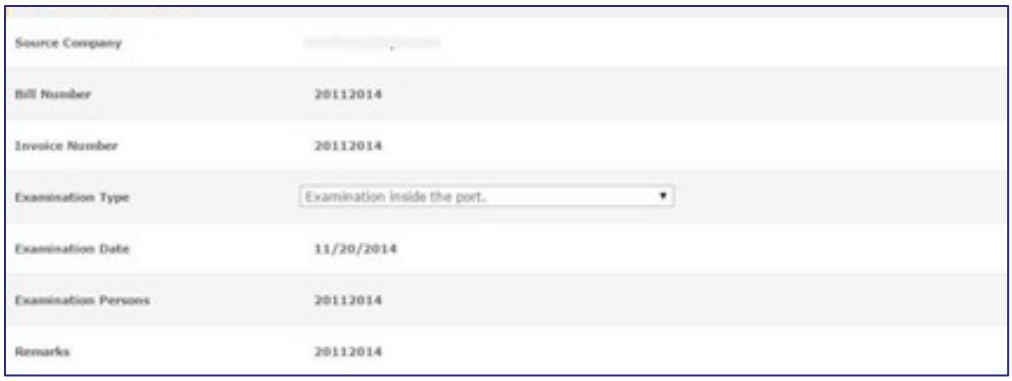

Figure 89: Customs Clearance Information page – Examination Request page

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

Figure 90: Customs Clearance Information page – Task Actions section

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.

Figure 91: Customs Clearance Information page – Provide Evidence page

4. In the **Task Actions** section, select the action **Submit** as shown in the figure below. The request is sent to the system administrators.

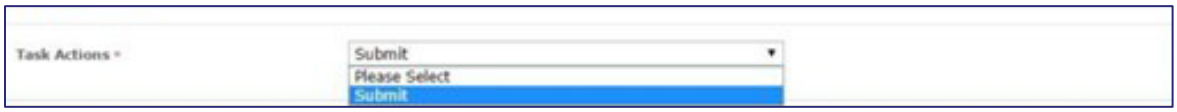

Figure 92: Customs Clearance Information page – Task Actions page

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**.

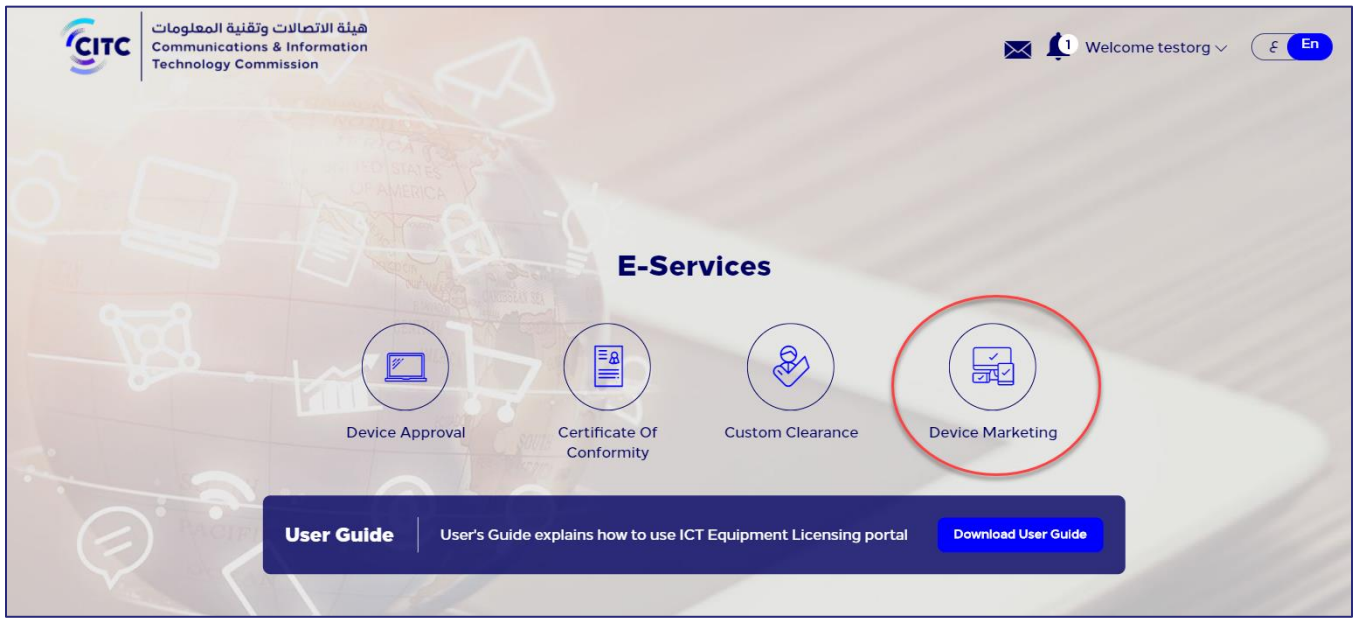

Figure 93: E-Services page

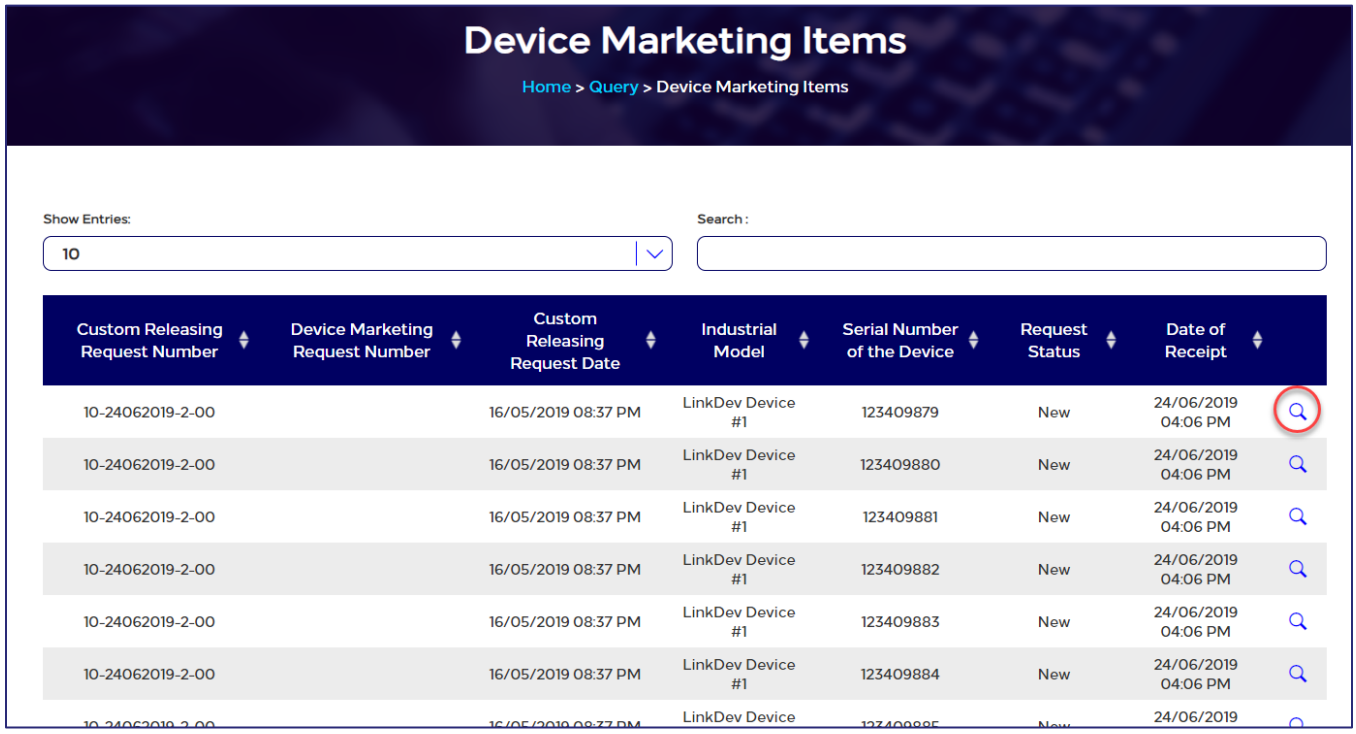

Figure 94: Device Marketing Items

NOTE

The application form shows the next sections respectively:

- **Device Information**: where user can find an overview about the selected device

- **Customer Information**: User is requested to provide the information of the customer to whom the device marketing shall be directed
- **Attachments**: where user is free to upload any additional documents
- **Comments**: where user can leave any comment if needed.

2. At the rightmost of the table displaying devices list, click .
3. Under **Customer Information** section, please specify the identification number and system shall accordingly display the relative required information matches your selection.

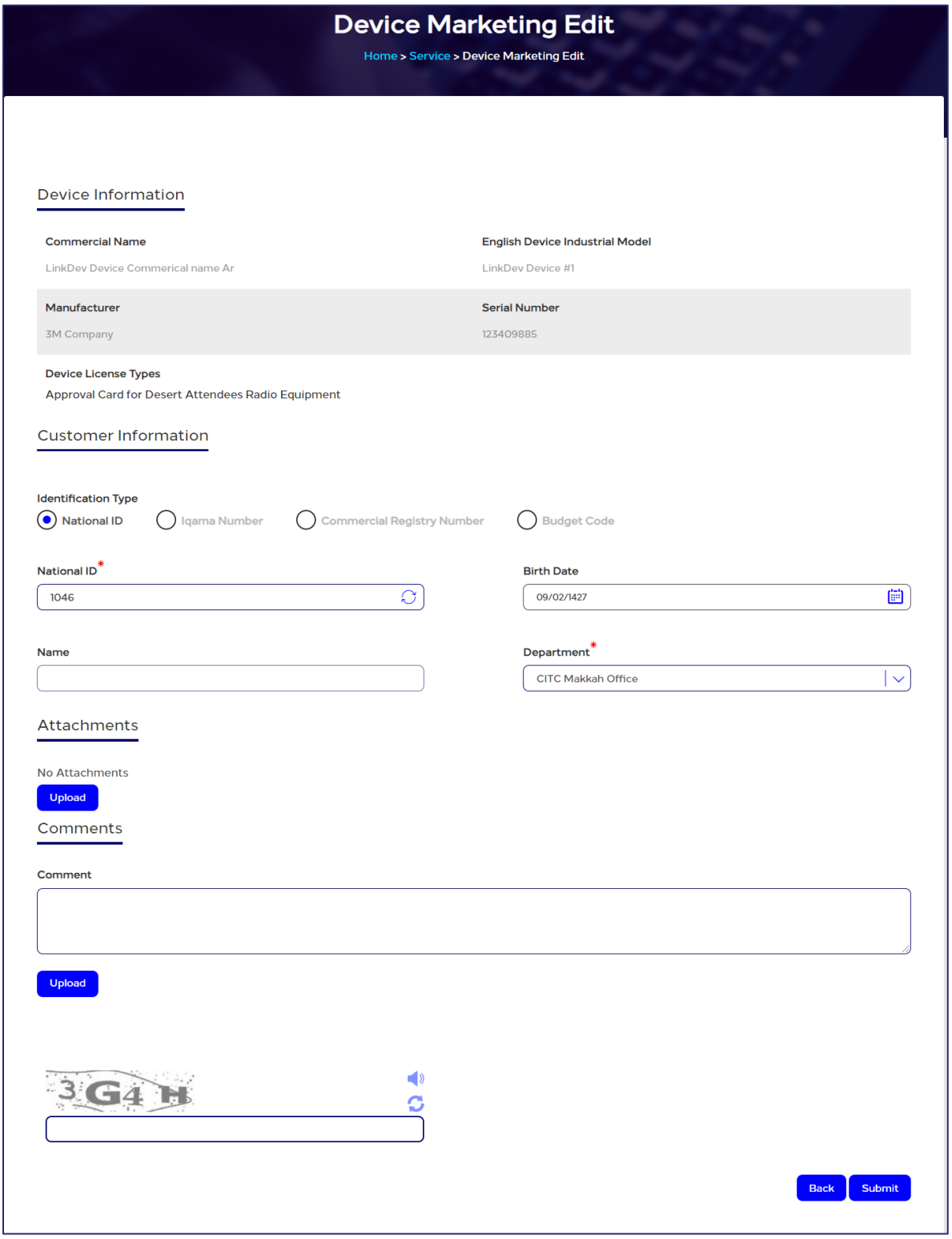

Figure 95: Customer Information

4. Under **Attachments** section, click **Upload** and browse your PC to add any support documents.

5. Under **Comments** section, in **Comment** textbox, leave a comment if needed.
6. At the bottom of the application form, please choose any of the allowed actions:
    - Submit: the request is routed to concerned stakeholders for review and check
    - Back: system shall redirect you to E-service landing page without saving the provided information

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**.

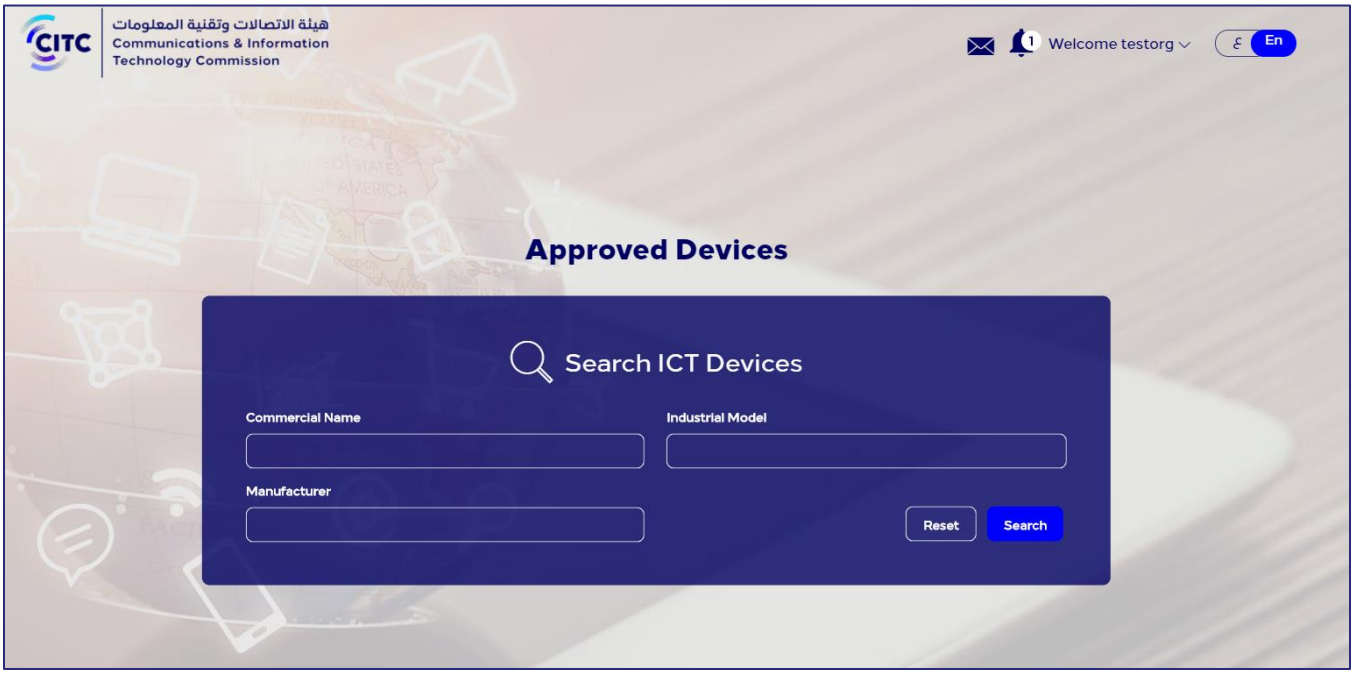

Figure 96: Device page

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 **Commercial Name**, **Manufacturer**, **Industrial Model**, **CITIC Technical Specifications**, etc.) as shown in the figure below.

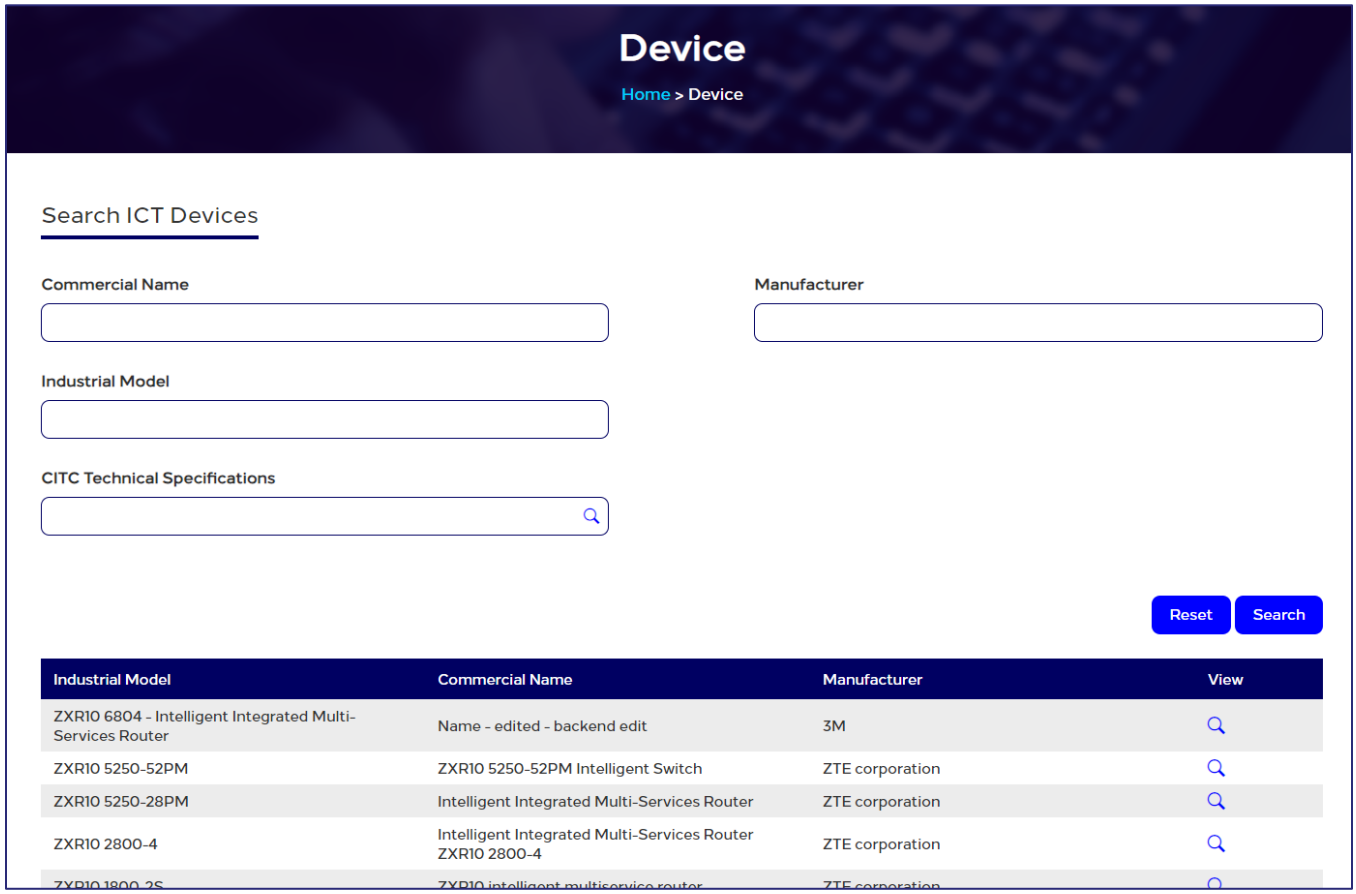

Figure 97: Search ICT Devices section

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.

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.

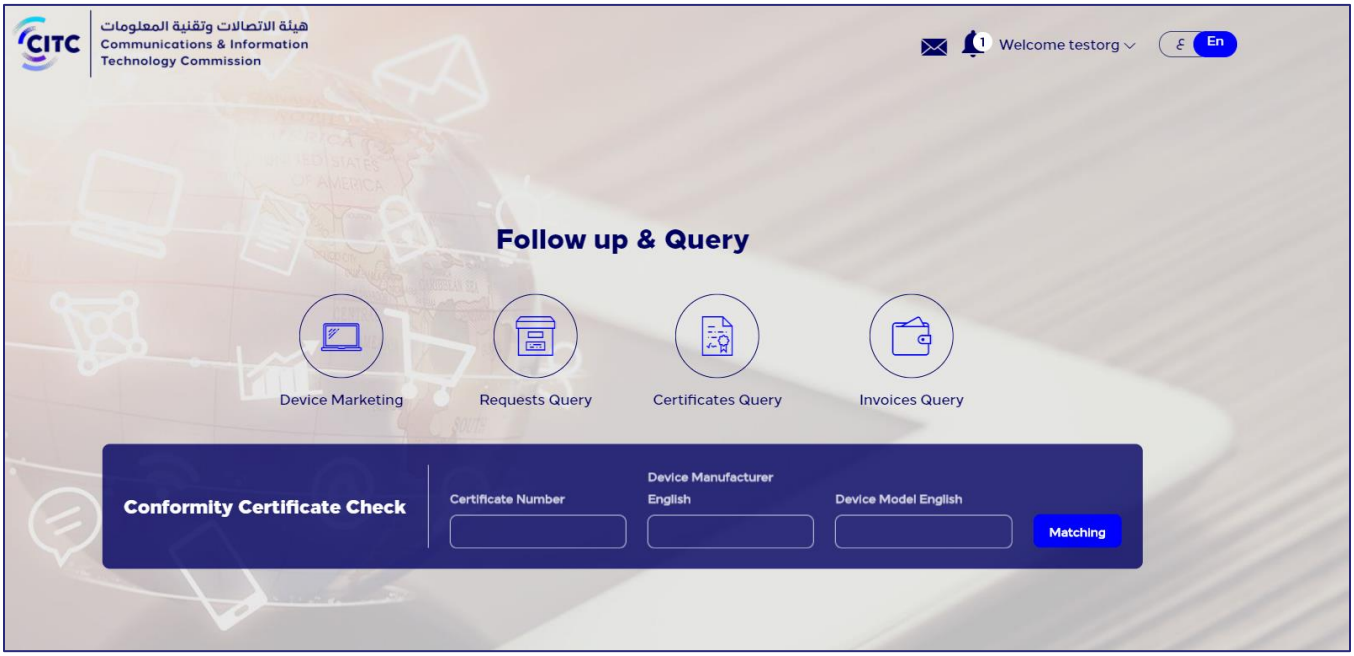

Figure 98: Query page

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

- Follow-up Requests
- Conformity Certificate Check

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.

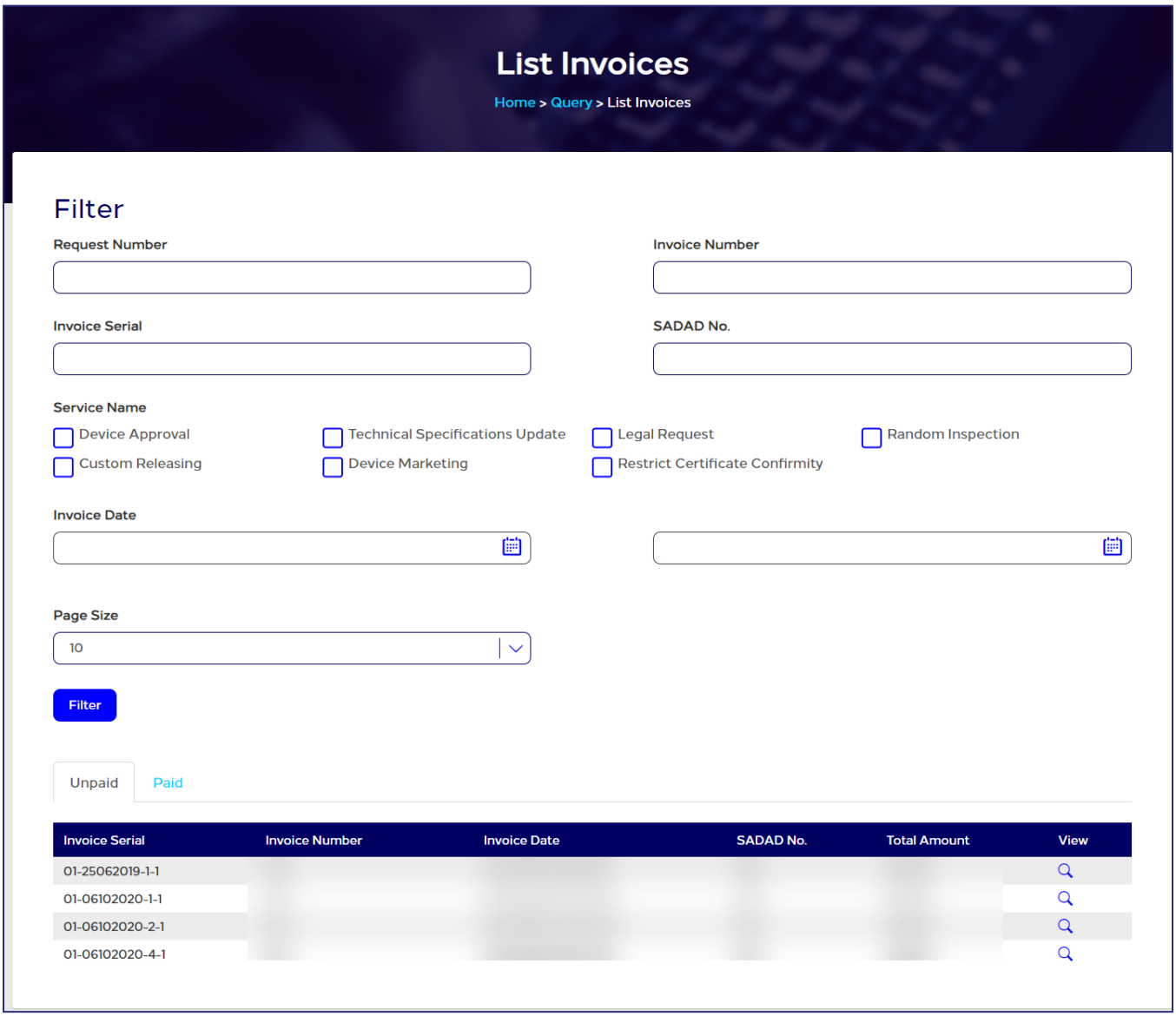

Figure 99: List Invoices page

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
- SADAD number
- Total amount due

2. 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.

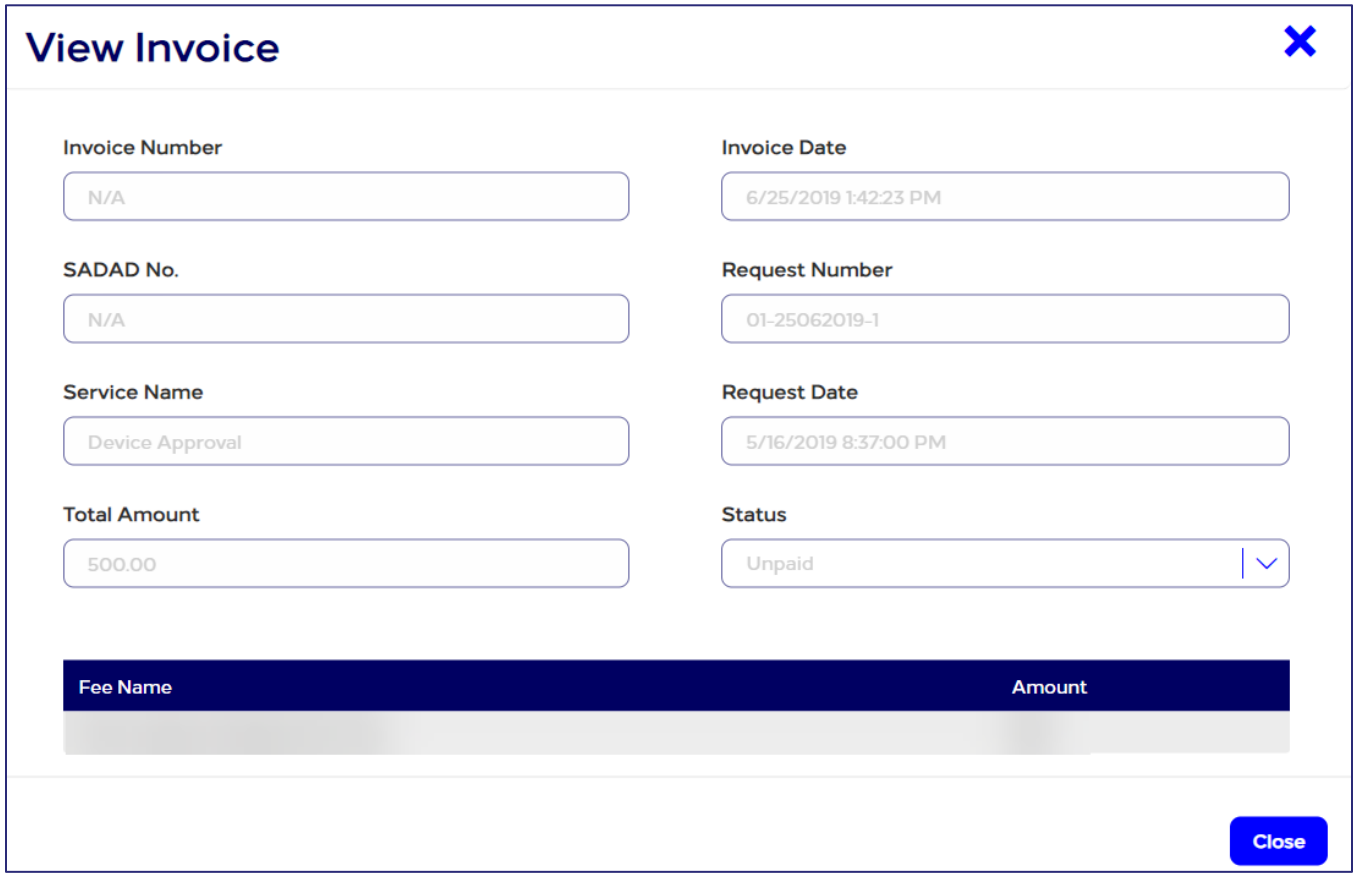

Figure 100: View Invoice window

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.

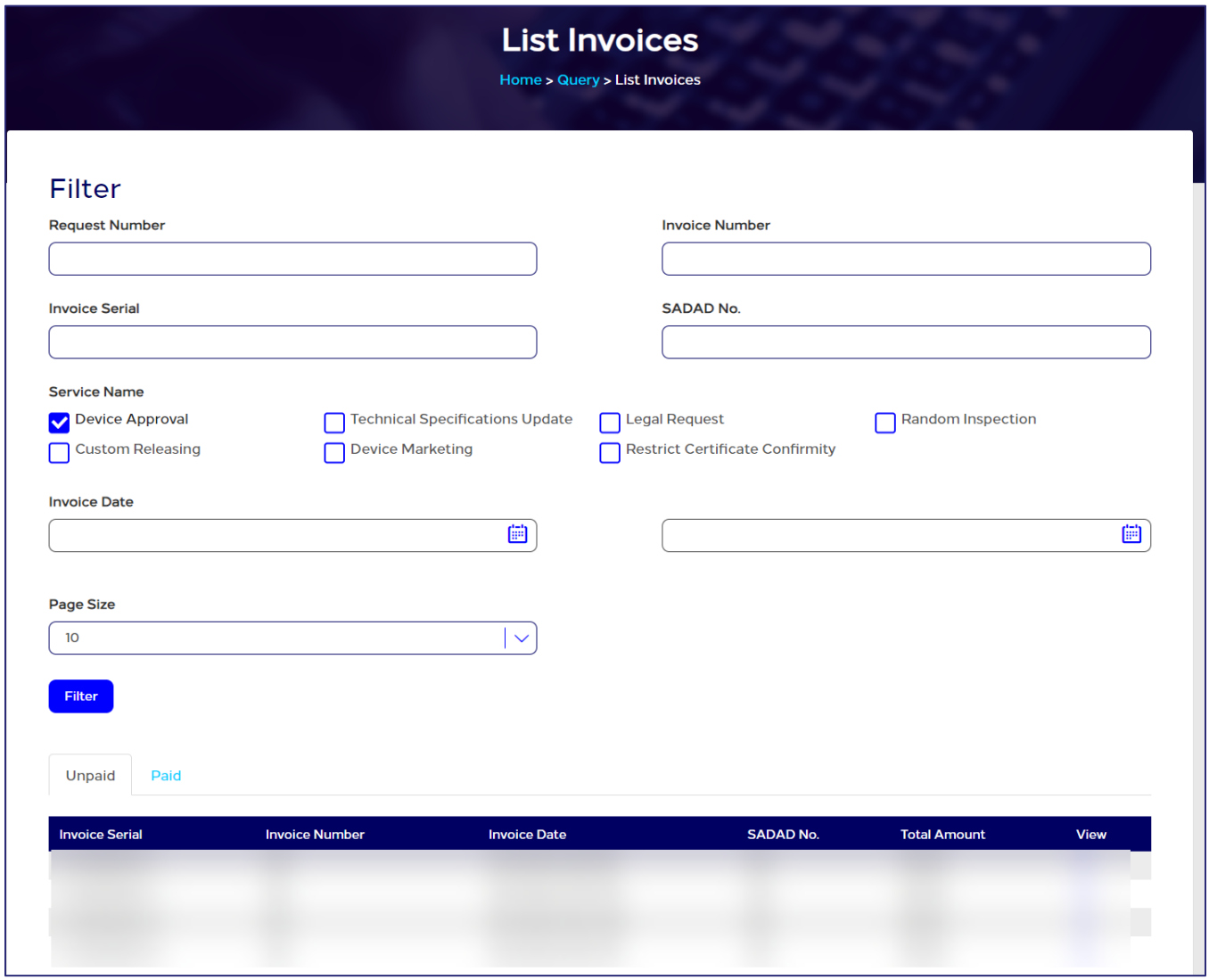

Figure 101: List Invoices page – Filter section

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.

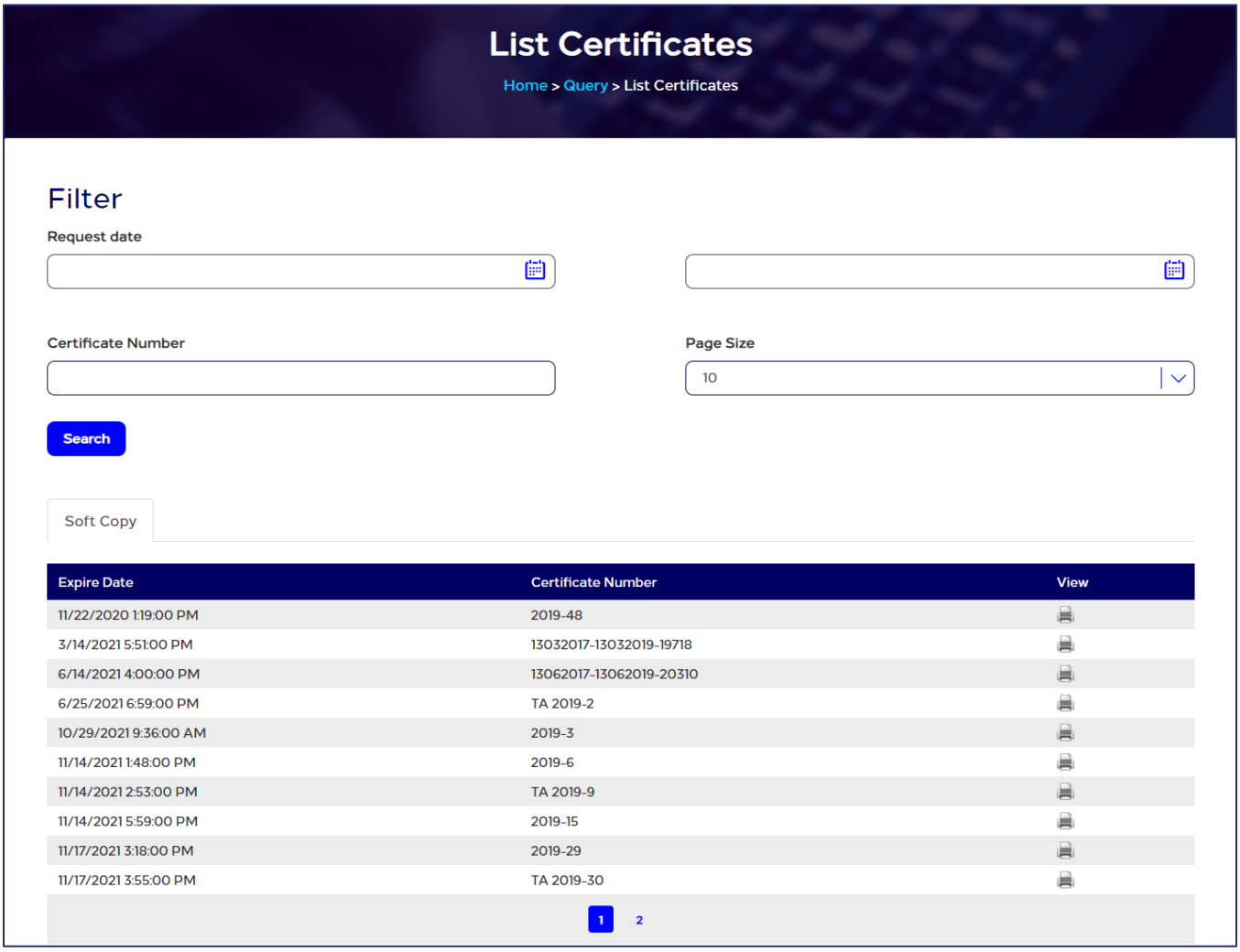

Figure 102: List Certificates page

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.

هيئة الاتصالات وتقنية المعلومات
Communications & Information
Technology Commission

شهادة مطابقة

Conformity Certificate

Certificate No: 2019-48 رقم الشهادة :

Applicant Information			معلومات مقدم الطلب
Applicant:	english name		اسم الجهة :
Certificate Details			بيانات الشهادة
Issue Date:	22/11/2018	1440/03/14	تاريخ الاصدار :
Validity Period:	22/11/2020	1442/04/07	تاريخ الانتهاء :
Device Details			بيانات الجهاز
Product Name:	Cisco Catalyst 3650 Series Switches		اسم المنتج :
Product Model:	WS-C3650-48FQ-S		موديل المنتج :
Manufacturer:	Cisco		المصنع :
Additional Details			معلومات اضافية
Operating Frequency : Maximum Output Power allowed (EIRP) :			الترددات المستخدمة : وطاقة الخرج القصوى المسموحة
Device comply with CITC technical Specification No.:	IT001		الجهاز مطابق لمواصفات الهيئة رقم :
Additional Requirement			متطلبات اضافية

يمكن التحقق من صحة وصلاحية هذه الشهادة من خلال زيارة الرابط ادناه في الموقع الإلكتروني لهيئة الاتصالات وتقنية المعلومات
http://ers.citc.gov.sa

او عن طريق مسح الرمز التالي :

اعتماد الشهادة

بناءً على نظام الاتصالات الصادر بالمرسوم الملكي ذي الرقم (م/12) والتاريخ 1422/03/12هـ ولائحته التنفيذية, وبموجب تنظيم هيئة الاتصالات وتقنية المعلومات بقرار مجلس الوزراء رقم (74) والتاريخ 1422/03/05هـ, فقد أصدرت الهيئة هذه الوثيقة بخصوص مطابقة الجهاز المشار إليه أعلاه. علماً بأن هذه الوثيقة لا تعتبر موافقة على مسح الأجهزة المشار إليها أعلاه أو الترخيص باستخدامها, بل هي شهادة مطابقة للمواصفات الفنية المعمول بها بالهيئة. كما أن هذه الشهادة قد صدرت عن الهيئة بناءً على المعلومات المتاحة لها والتي وفرتها الجهة المستوردة/أو المصنعة وقت صدور هذه الشهادة, ولا يجوز استخدام أو حيازة الأجهزة أو المتاجرة بها بصورة تخالف أحكام وأنظمة هيئة الاتصالات وتقنية المعلومات و الأنظمة الأخرى ذات العلاقة المعمول بها في المملكة, وتتحمل الجهة المستوردة أو المصنعة وحدها المسئولية عن أية أضرار أو خسائر أو إصابات قد تنشأ عن حيازة أو استخدام هذه الأجهزة أو المتاجرة بها. وفي حال كون الأجهزة مصنعة خارج المملكة فإنه يجب التقدم إلى الهيئة من قبل المستورد بطلب لفسح الأجهزة قبل/وقت وصولها إلى أحد المنافذ الجمركية

Figure 103: Conformity Certificate

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.

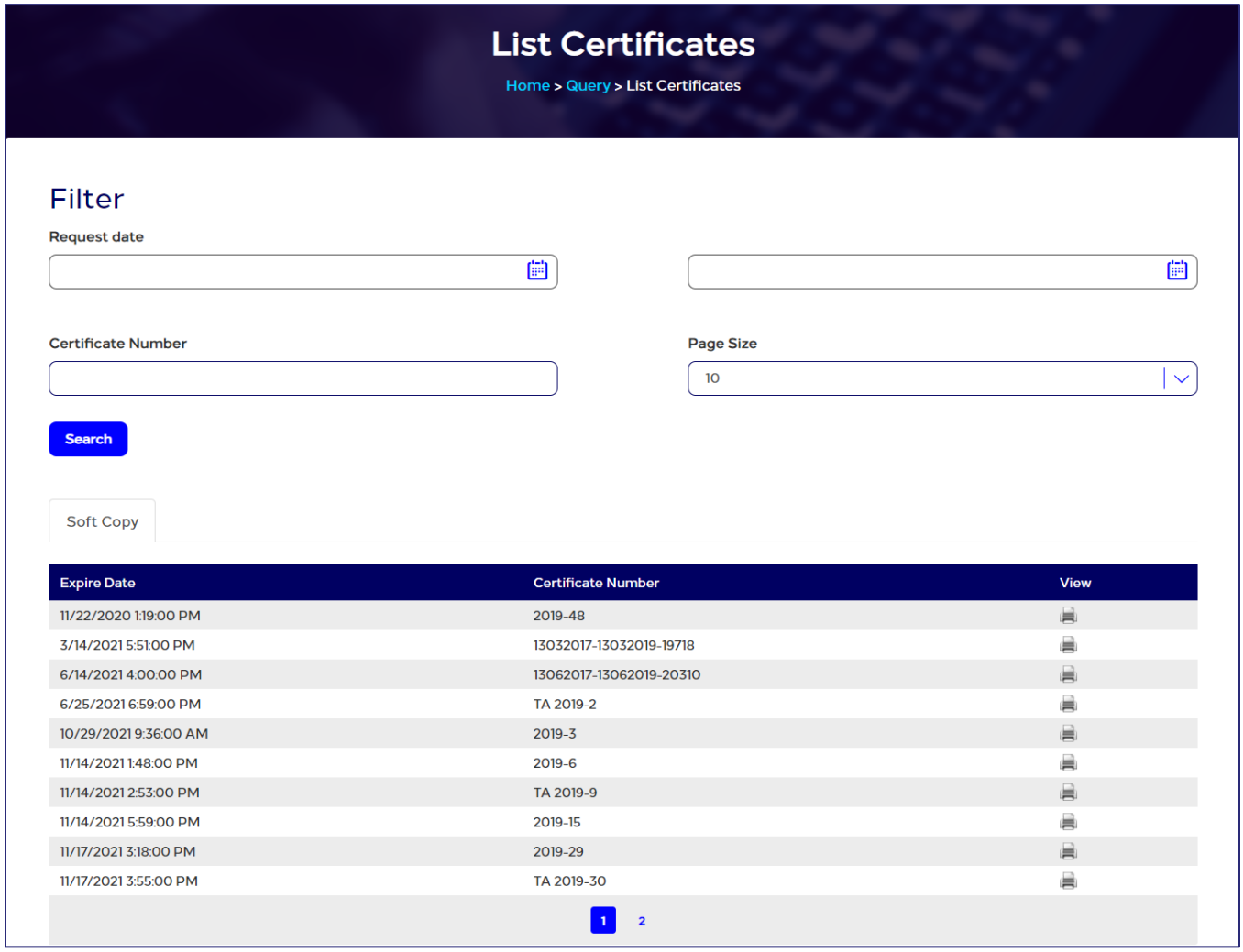

Figure 104: List Certificates page - Filter section

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.

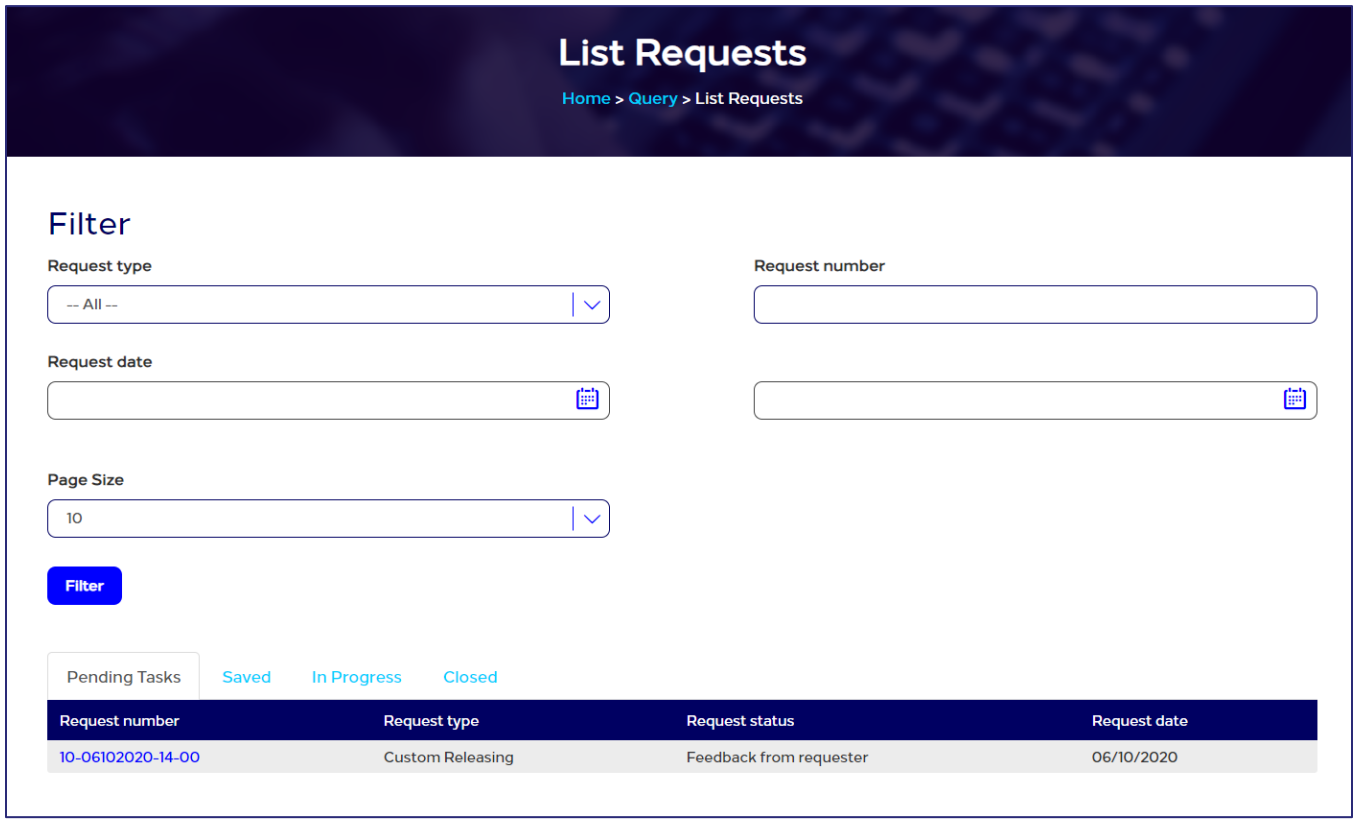

Figure 105: List Requests page

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.

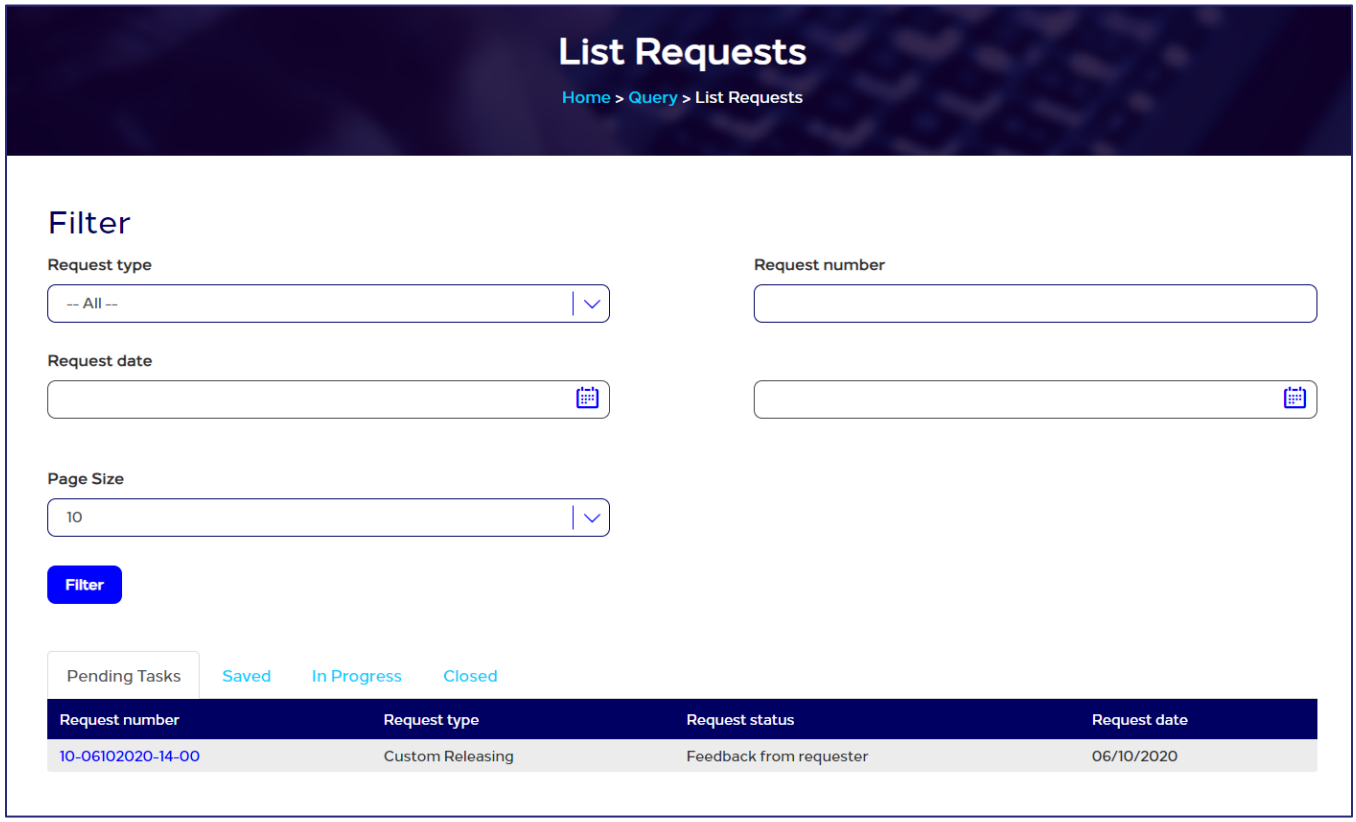

Figure 106: List Requests page - Filter section

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)

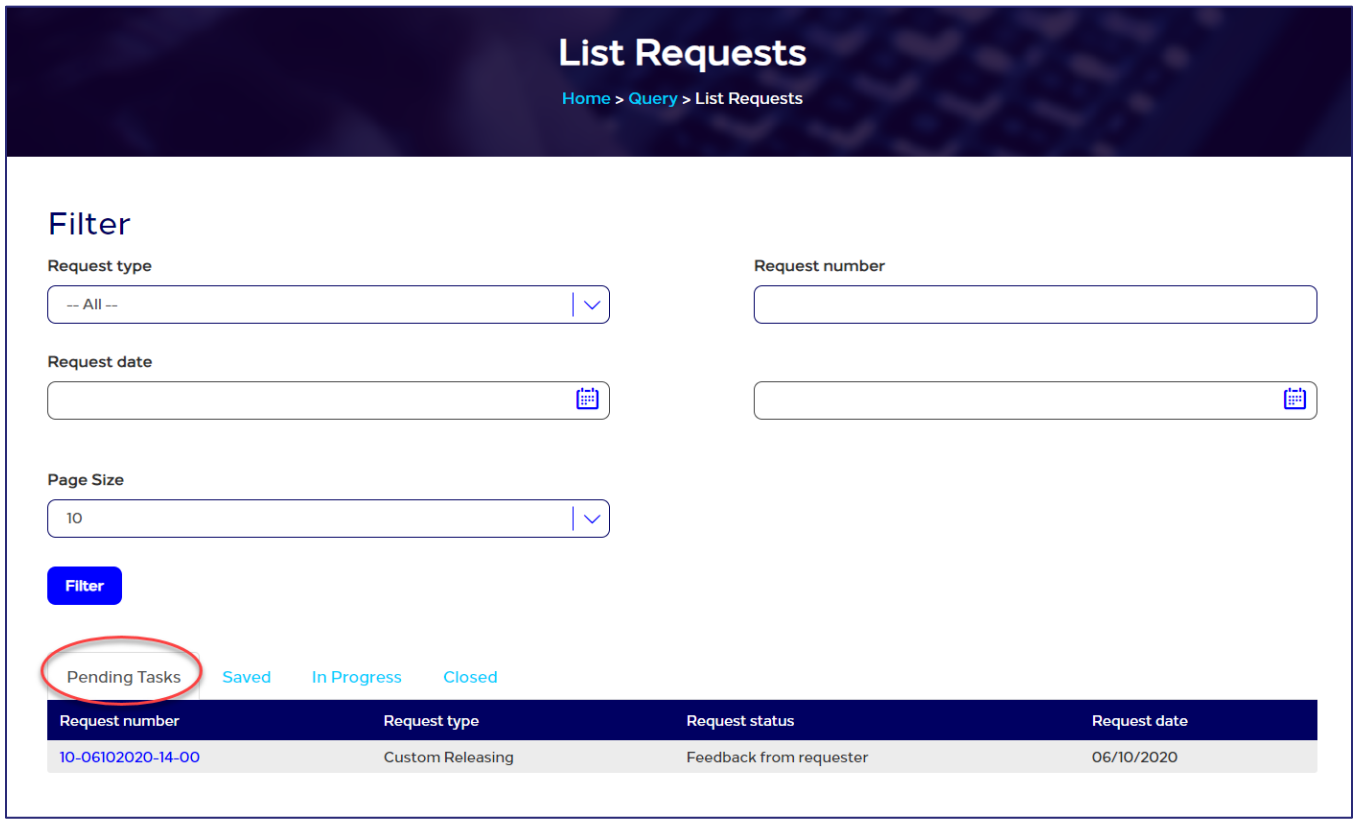

Figure 107: List Requests page – Pending Tasks

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

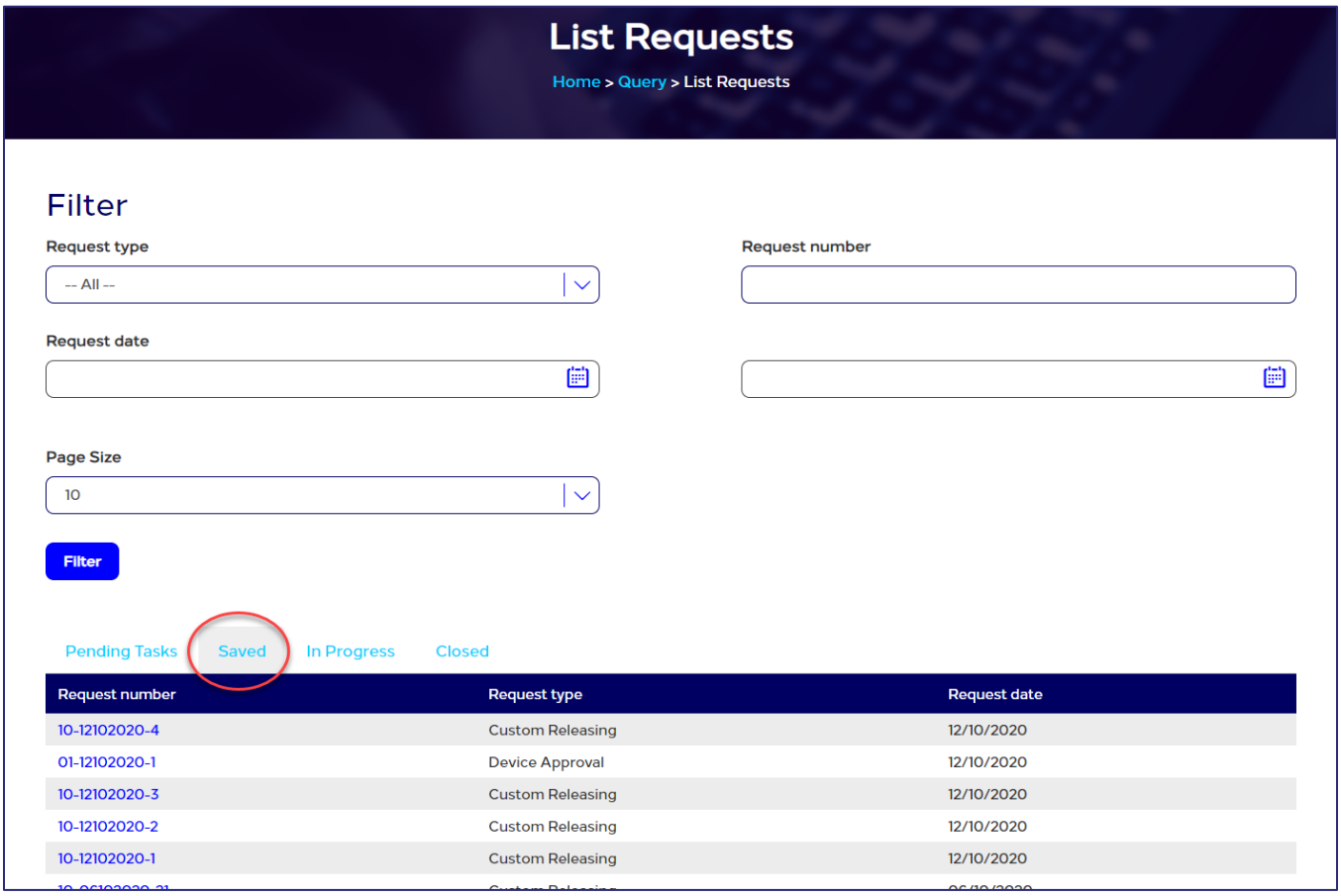

Figure 108: List Requests page – Saved requests

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

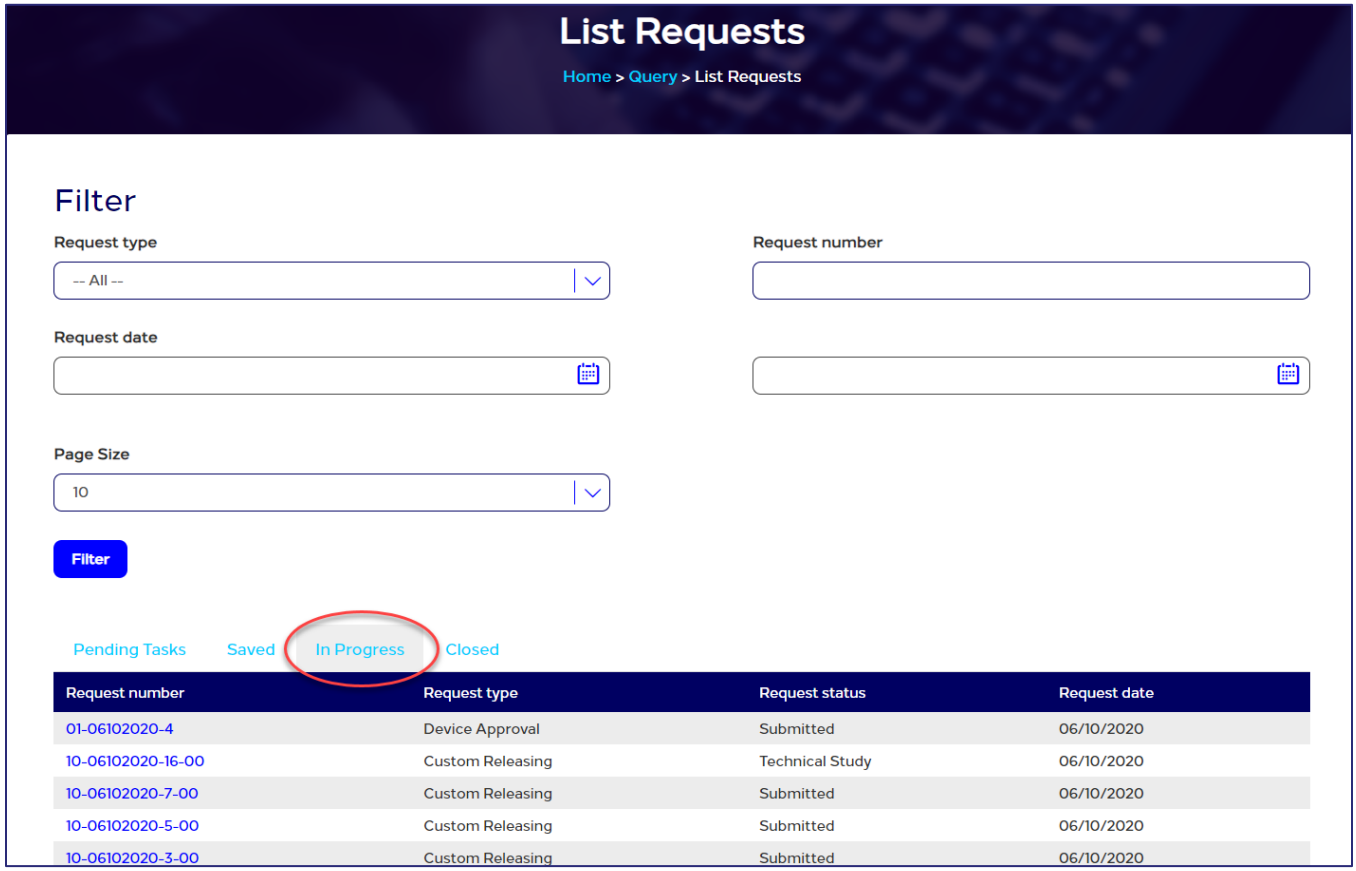

Figure 109: List Requests page – Requests in progress

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

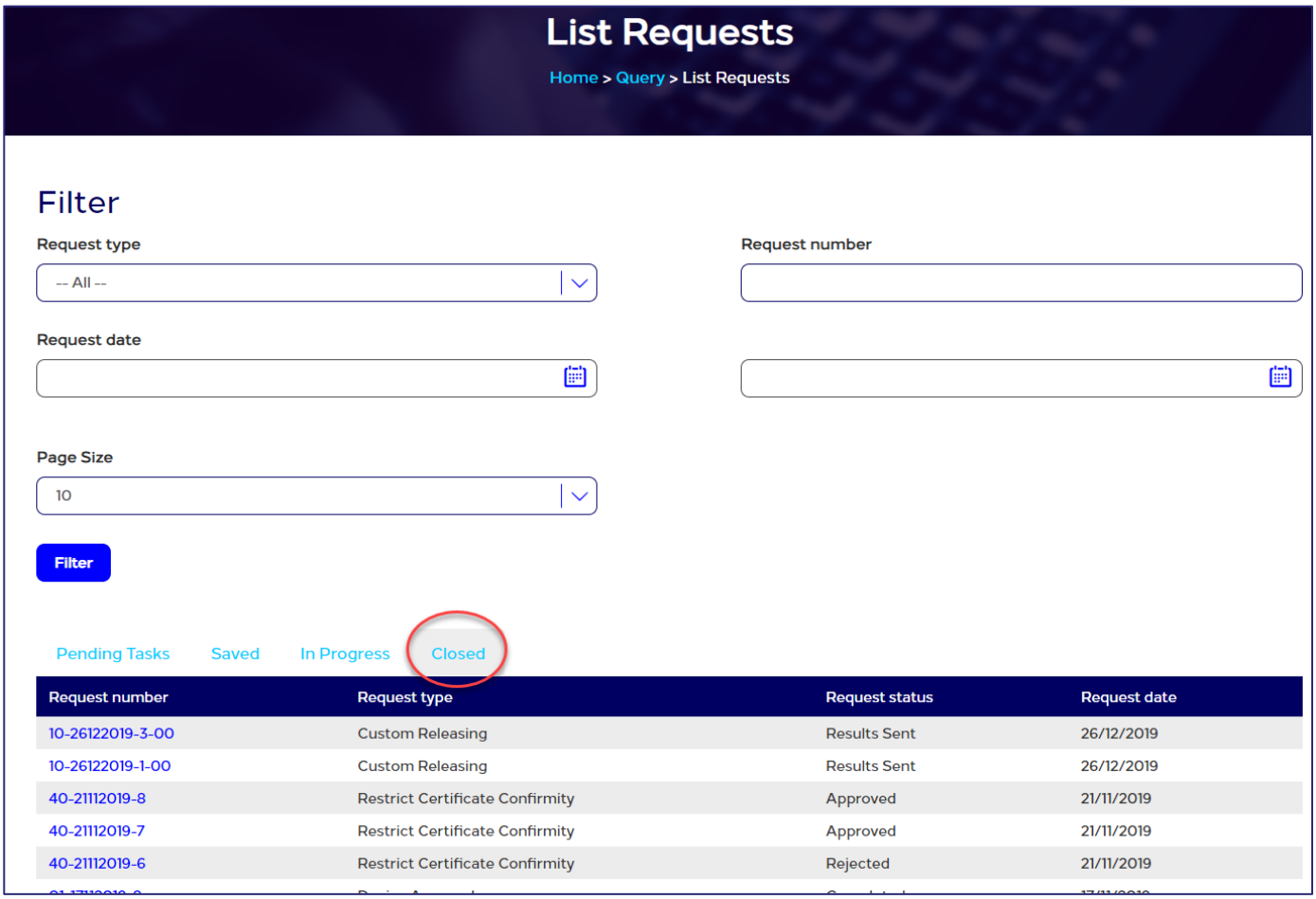

Figure 110: List Requests page – Closed requests

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

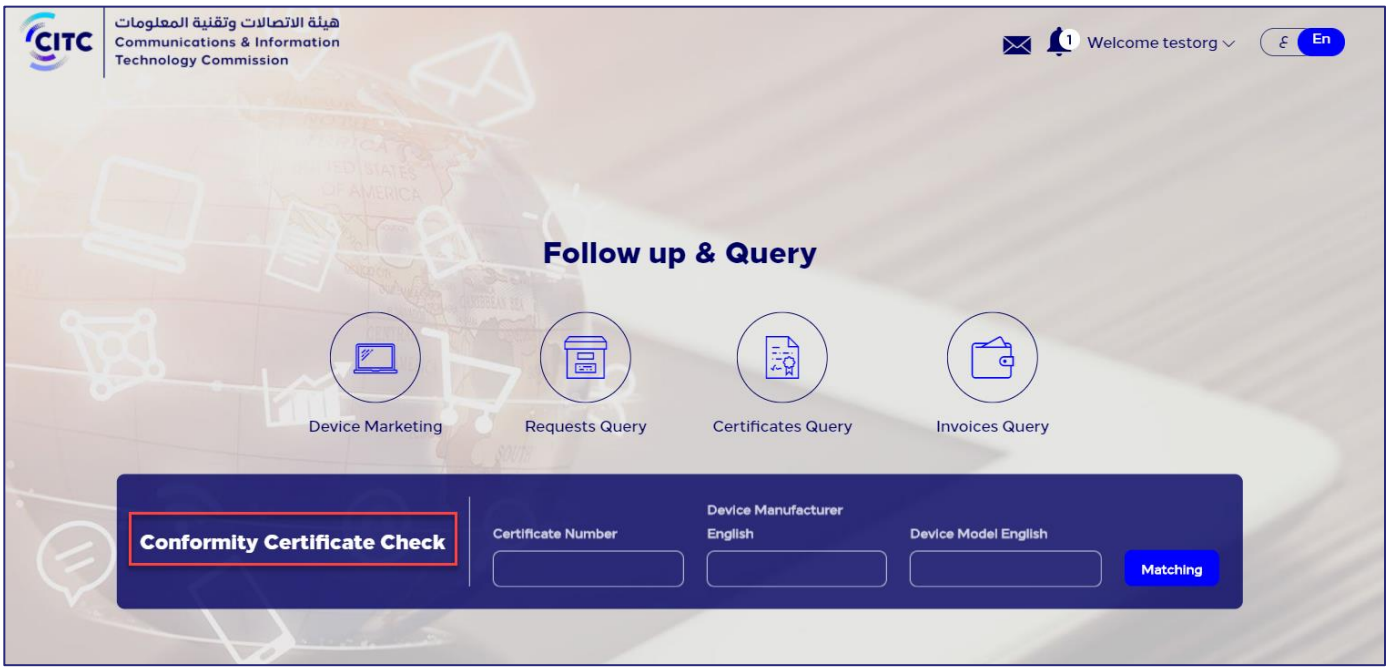

Figure 111: Query page – Conformity Certificate Check section

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.

CONTACT US

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**.

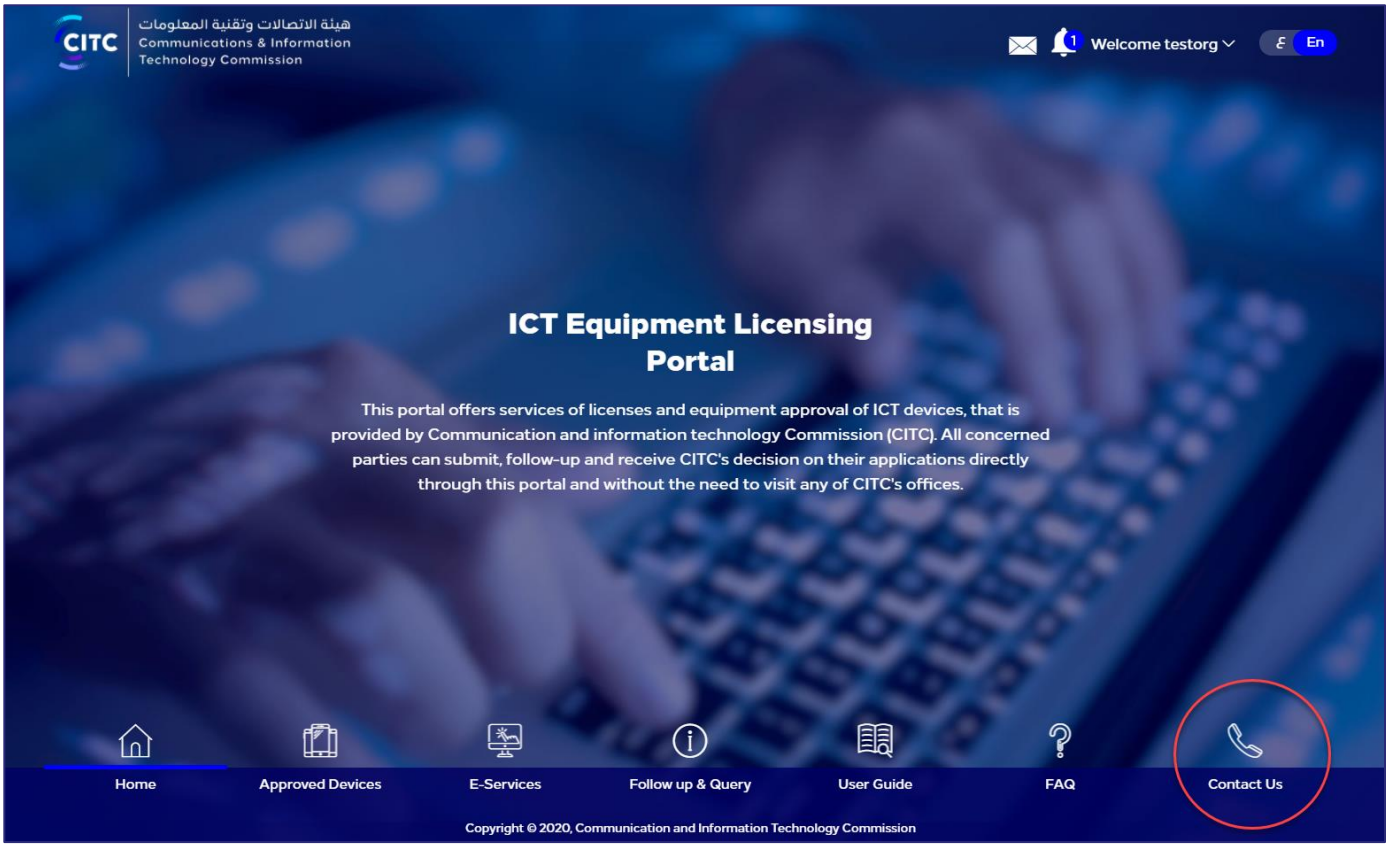

Figure 112: The licensing and approval system for communications and information technology devices homepage

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.

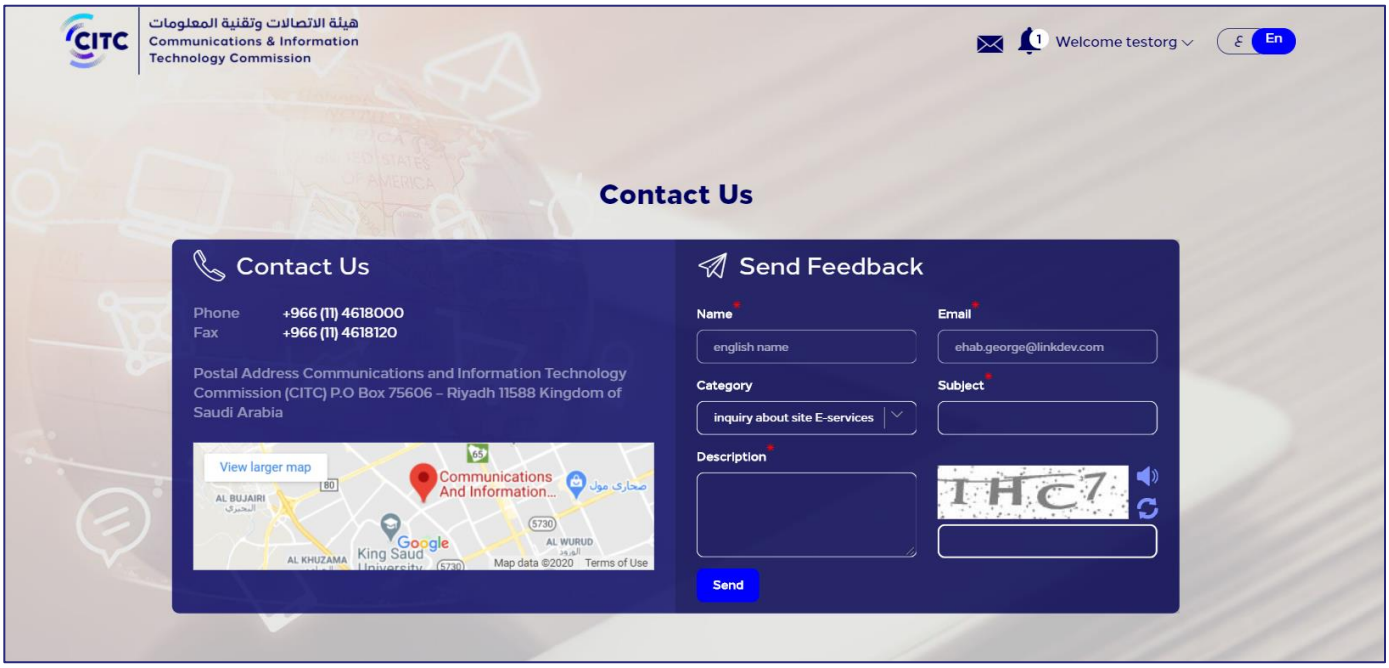

Figure 113: Contact us page – Send Feedback section

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**.