



User Manual

“WARAQ ESS Portal -V 1.1”



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1. Introduction:

The Online Leave Management Portal is an online portal and application where the employees can apply their leave online, managers can approve or reject the leave application and HR can update leave status online.

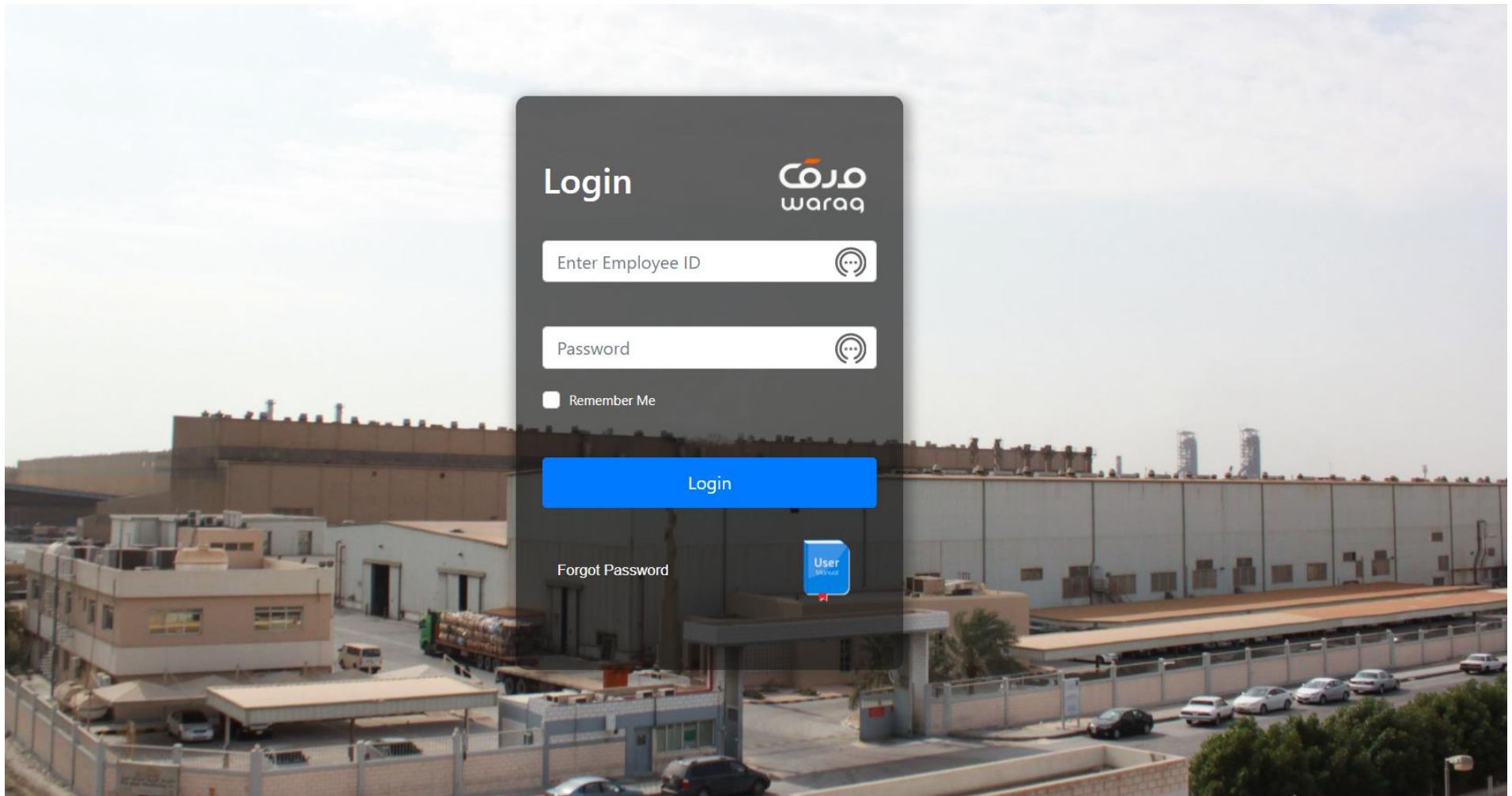
The new Leave Management Portal streamlines the communication between the HR Team and all the employees; it is simple to use to manage all associate's leave matters.

2. Objectives:

- 2.1. To create all kind of leave request through online portal and reduce the paper work.
- 2.2. To generate and automate the process of the leave request and grant the required approval through a workflow.

Login page:

- Enter the Employee company ID in the “Employee ID”
- Enter National\IQAMA ID in the “Password field” for the first time login





After your first login, you will be able to reset your password

Employee Dashboard:

The dashboard displays a variety of options provided by WARAQ that serves the employee HR needs.

WARAQ ePortal | MASHAEL HAMAD ALSANAD

Dashboard

DEPARTMENT

- My Personal Data
- Human Resources
- ICT
- System Administration

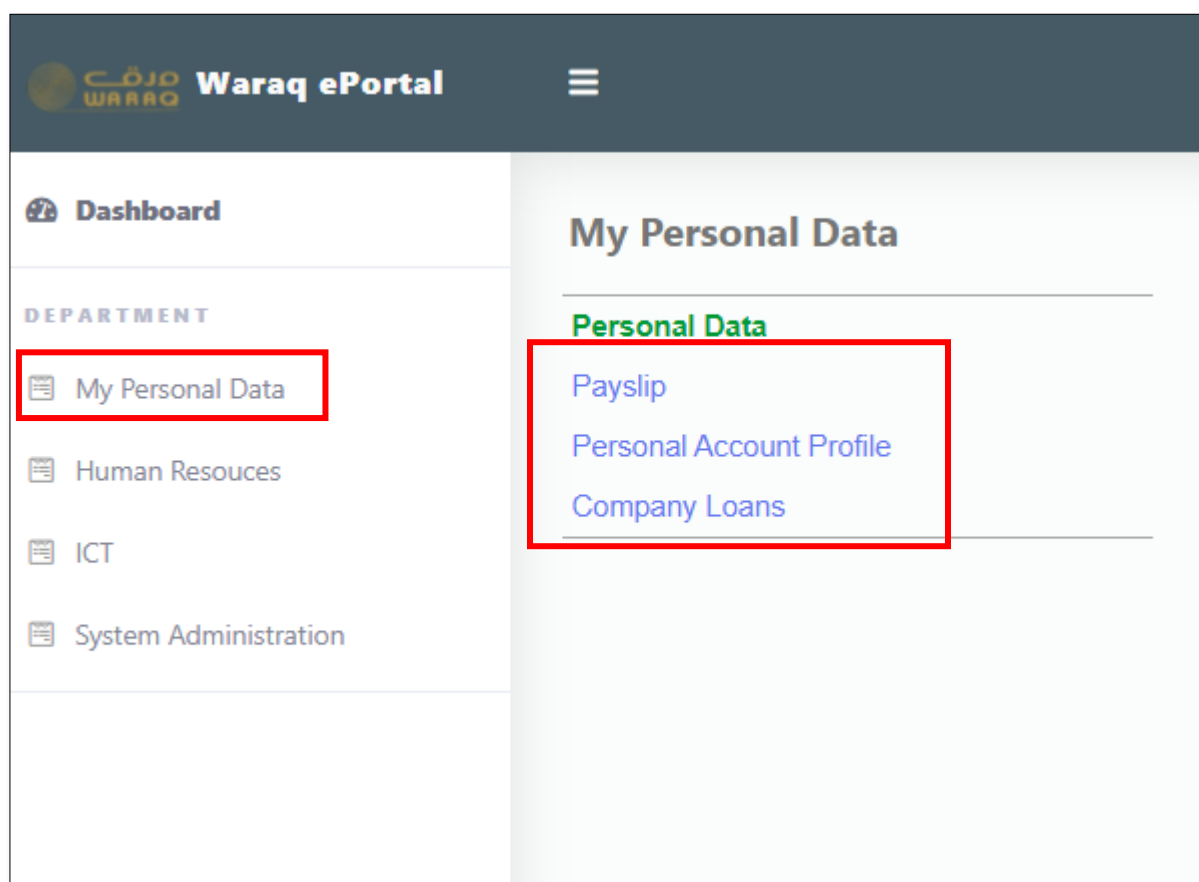
Category	Count	Description
OPEN HR TICKETS	0	Open / In-progress Tickets
CLOSED HR TICKETS	0	Resolved Tickets
VACATION FOR APPROVAL	0	Pending Request
APPROVED VACATION	0	Approved Request
ICT UNIFIED REQUEST	4	Resolved ICT Ticket Request
ICT UNIFIED REQUEST	1	Open ICT Ticket Request

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List of services:

A. My Personal Data:


This option provides three services:





1. Payslip:

- In this service you can display your own Payslip for each month and print it out


Waraq ePortal

☰

Dashboard

DEPARTMENT

My Personal Data

Human Resouces

ICT

System Administration

My Payslip Inquiry

Month

February

Year


2021

2098 MASHAEL HAMAD ALSANAD

Earnings	Amount
Basic salary	
Housing allowance	
Transportation Allowance	
Gross Salary	

Deductions	Amount
GOSI %10 (Emp)	
Total Deduction	

Net Pay



Print

2. Personal account profile:

- This service is to display the personal employee information available with the HR; you can update your email that is used to receive your Payslips. It is employee responsible to update & correct their personal information.

WARAQ ePortal

Dashboard

DEPARTMENT

My Personal Data

Human Resources

ICT

System Administration

Employee Profile

Personal Information

Personnel Number

First Name

Middle Name

Last Name

Birth Date

Hijri Birth Date

Marital Status

Gender

Arabic Name

First Name

Middle Name

Last Name

Personal Private Details

Iqama / National ID

Blood Group

Nationality

Religion

Job Description / Sponsor

Position

Job Title in Visa

Sponsor

Bank Information

Payment Type

IBAN

Bank ID

Bank Account Number

Has Bank Loan

Address Details / Contact Details

Building Number

Street Name

Neighborhood

City

Additional Numbers

Postal Code / Zip Code

Mobile Phone

Business Email

Personal Email

Family Members

Member Name	Medical Class	Gender	RELATIONSHIP*

Edit

Update

3. Company loans:

- This service displays all the Employee provided loans by WARAQ since the hiring.



Dashboard

DEPARTMENT

My Personal Data

Human Resources

ICT

System Administration

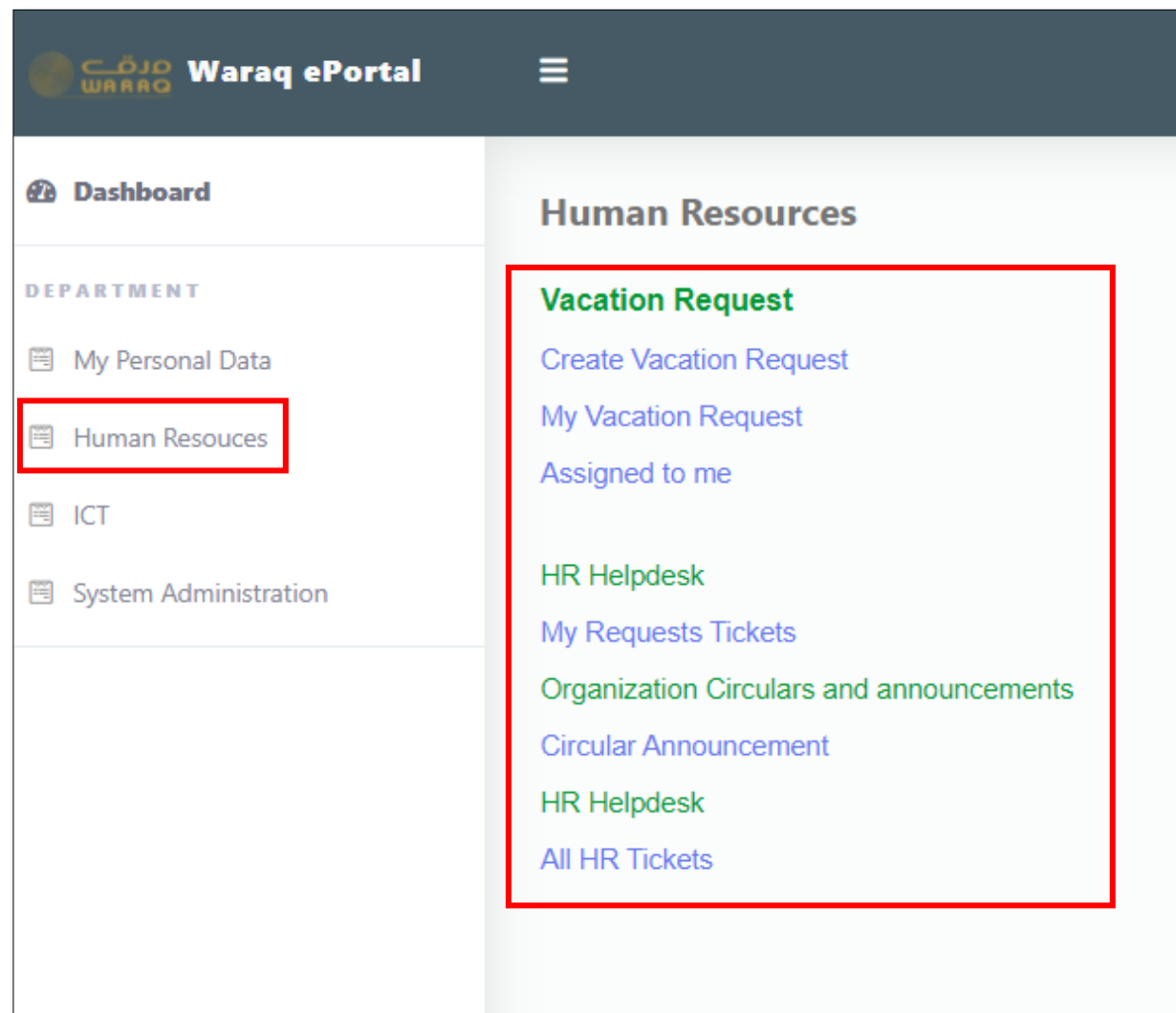
My Company Loans

IDNo.	Name	Start Date	End Date	Loan Amount	Installment Amount	No. of Months	Balance	Status
		01/Oct/2012	01/Jan/1900	6,900.00	1,150.00	6		Paid
		01/Nov/2013	01/Jan/1900	6,900.00	1,150.00	6		Paid
		01/Mar/2014	01/Jan/1900	10,000.00	1,000.00	10		Paid
		01/Apr/2014	01/Jan/1900	7,800.00	1,250.00	6		Paid
		01/Aug/2014	01/Jan/1900	2,030.00	228.00	9		Paid
		01/Jan/2015	01/Jan/1900	7,800.00	1,250.00	6		Paid
		01/Apr/2015	01/Jan/1900	8,000.00	800.00	10		Paid
		01/May/2015	01/Jan/1900	222.00	222.00	1		Paid
		01/Jun/2015	01/Jan/1900	2,553.00	214.00	12		Paid
		01/Nov/2015	01/Jan/1900	4,320.00	360.00	12		Paid
		01/Oct/2015	01/Jan/1900	9,800.00	1,650.00	6		Paid
		01/Nov/2016	01/Jan/1900	20,000.00	2,000.00	10		Paid
		01/Nov/2016	01/Mar/2018	3,640.00	303.00	12		Open
		01/Dec/2017	01/May/2018	12,000.00	2,000.00	6		Paid
		04/Feb/2019	04/Jul/2019	6,000.00	1,000.00	6		Open
		01/Jun/2019	01/Nov/2019	15,000.00	2,500.00	6		Paid
		01/Jul/2019	01/Sep/2020	20,000.00	2,000.00	10		Paid
		01/Feb/2020	01/Oct/2020	18,000.00	3,000.00	6		Paid
		01/Dec/2020	01/May/2021	18,000.00	3,000.00	6	9,000.00	Open

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B. Human Resources

This option provide several services related to leave request, HR helpdesk ticket and circular announcement



Waraq ePortal

Dashboard

DEPARTMENT

- My Personal Data
- Human Resources**
- ICT
- System Administration

Human Resources

- Vacation Request**
 - Create Vacation Request
 - My Vacation Request
 - Assigned to me
- HR Helpdesk
- My Requests Tickets
- Organization Circulars and announcements
- Circular Announcement
- HR Helpdesk
- All HR Tickets

1. Vacation Request:

- Create Vacation Request:
 - choose the type of vacation
 - Choose the from date and to date
 - Choose the payment method (with payroll or advance payment)
 - Enter the number of requested ticket
 - Check the box with family if its applicable
 - Check the box exit/entry visa if its applicable for you
 - Choose the alternative employee ID
 - Add comment if any

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Create Vacation Request

Request No. Waiting...

Employee ID

Name

Position

Department

Email Address

Vacation Type: Vacation

From Date: 06/06/2021

To Date: 09/06/2021

Return Date: 10/06/2021

Requested Tickets: 0

Payment Method: Payroll

With Family: ☒

Exit/entry visa: ☒

Visa Notes: Visa will expire 10 days from the last vacation date

Alternative IDNo & Name

Address During Vacation/Comments

Attachment: Choose File No file chosen Upload

Vacation Plan

From Date	To Date
05/09/2021	05/11/2021
07/11/2021	07/15/2021
09/19/2021	09/22/2021

Total Days Requested: 4

Total Working Days: 4

Total Public Holidays: 0

Annual Balance: 46.66

New Annual Balance: 42.66

Available Ticket Balance: .00

Save Only Save & Submit Cancel



2. My Vacation Request:

- To view all leave requests and preview the details of the request

My Vacation Requests							
New							
Request No.	Employee ID	Name	Vacation Type	From Date	To Date	Total days requested	Vacation Status
0002			Absence-WOP	03/22/2021	03/22/2021	1	Cancelled
0003			Vacation	03/23/2021	03/23/2021	1	Cancelled
0004			Vacation	03/24/2021	03/24/2021	1	Approved
0005			Vacation	03/28/2021	03/28/2021	2	Approved
0006			Vacation	03/22/2021	04/23/2021	33	In Progress

Vacation Request Information

Request No. 0006

Employee ID

Name

Position

Department

Email Address

Vacation Type

From Date 22/03/2021

To Date 23/04/2021

Return Date 24/04/2021

Requested Tickets 0

Payment Method Advance Payment

With Family

Exit/entry visa

Visa Notes

Alternative IDNo & Name

Address During Vacation

Comments

Total Days Requested 33

Total Working Days 33

Total Public Holidays 0

Annual Balance 34.98

New Annual Balance 1.98

Available Ticket Balance 11.58

Attachment

Choose File No file chosen Upload

No Vacation Plan

Submit

Cancel

Cancel Request

Approval Workflow

Approved By	Name	Date Approved	Comments	Status
				APPROVED

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3. Assigned to me:

- To View All Leaves need to be approved and process

For Approval Assigned to me									
Req. No.	IDNo.	Name	Vacation Type	Requested Date	Department	From Date	To Date	Return Date	Total Days
			Vacation	03/21/2021	Info. Tech. & Comm.	03/22/2021	04/23/2021	04/24/2021	33

Vacation Request Approval

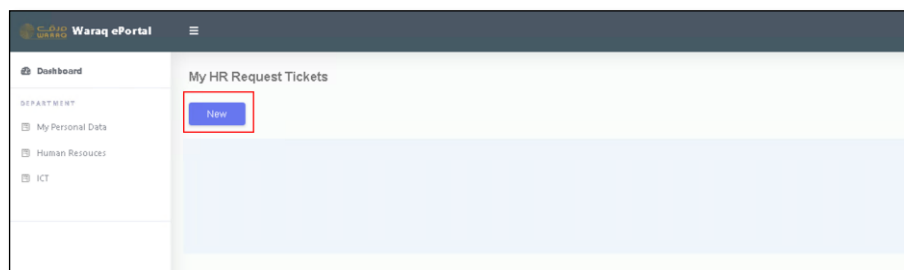
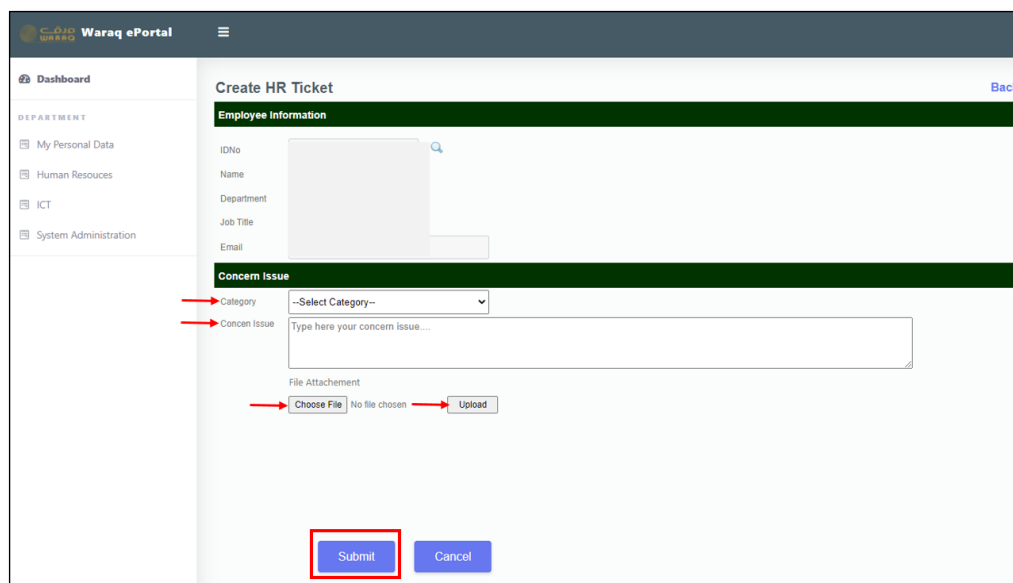
Request No.	0006	With Family	<input type="checkbox"/>
Employee ID		Exit/entry visa	<input type="checkbox"/>
Name		Alternative Employee ID	
Position			
Department		Total Days Requested	33
Vacation Type	Vacation	Total Working Days	33
From Date	22/Mar/21	Total Public Holidays	0
To Date	23/Apr/21	Annual Balance	34.98
Return Date	24/Apr/21	New Annual Balance	1.08
Requested Tickets	0	Available Ticket Balance	11.58
Payment Type	Advance Payment		
Visa Notes	No Request Visa		
Address During Vacation / Comments			
Attachment	No Attachment		
Approver Comments			
Approved By	Name	Date Approved	Comments
			test
			APPROVED

Approve

Reject

4. HR Helpdesk:

- My Request Tickets:
 - In this service you can review your requested HR tickets & create new request by click on **new button**
 - Choose the type of service required.
 - Write your request details.
 - Select the attachment if there is.
 - Upload the attachment
 - Submit the request

5. Circulars Announcement:

- This service is only for HR Employee to issue Circulars Announcement and share it with company employees and it will archive all the circulars

Waraq ePortal

Organization Circulars and Announcements

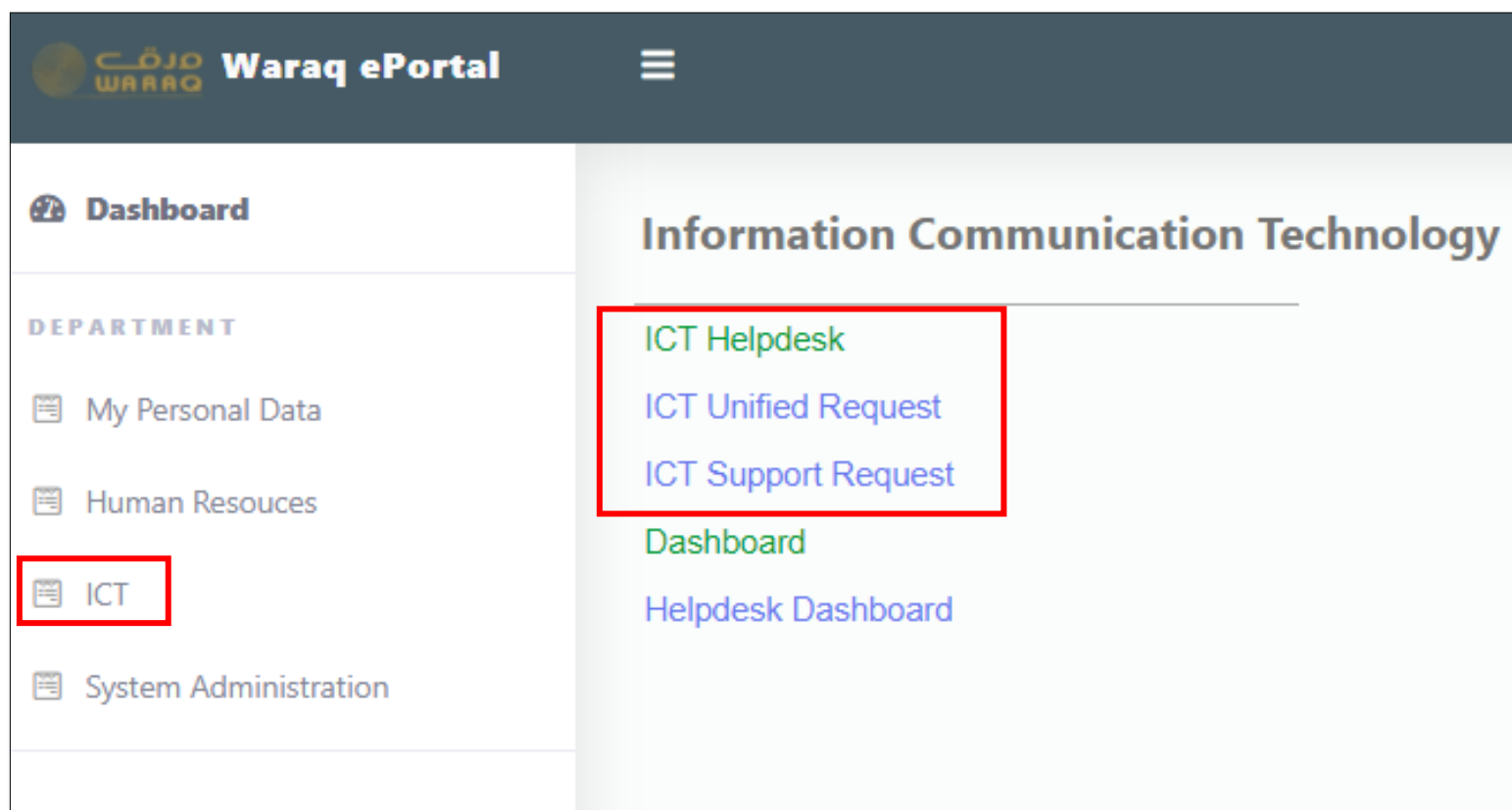
[New](#)

Search by Month : Year : [View](#)

	Circular #	Date	Subject	Message
	2021_0057	01/Jun/21 10:27:40 AM	Test Circular ICT Department	
	2021_0058	01/Jun/21 10:31:26 AM	Test Circular ICT Department	
	2021_0059	01/Jun/21 10:36:55 AM	New Procedure for Housing Allowance	
	2021_0060	01/Jun/21 10:38:00 AM	Temporarily Vacation suspension 2021	
	2021_0061	01/Jun/21 4:23:00 PM	new baby	

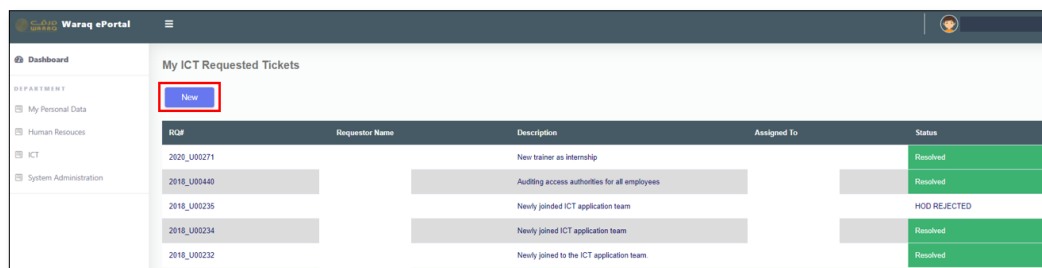
C. ICT:

This option provides two services:



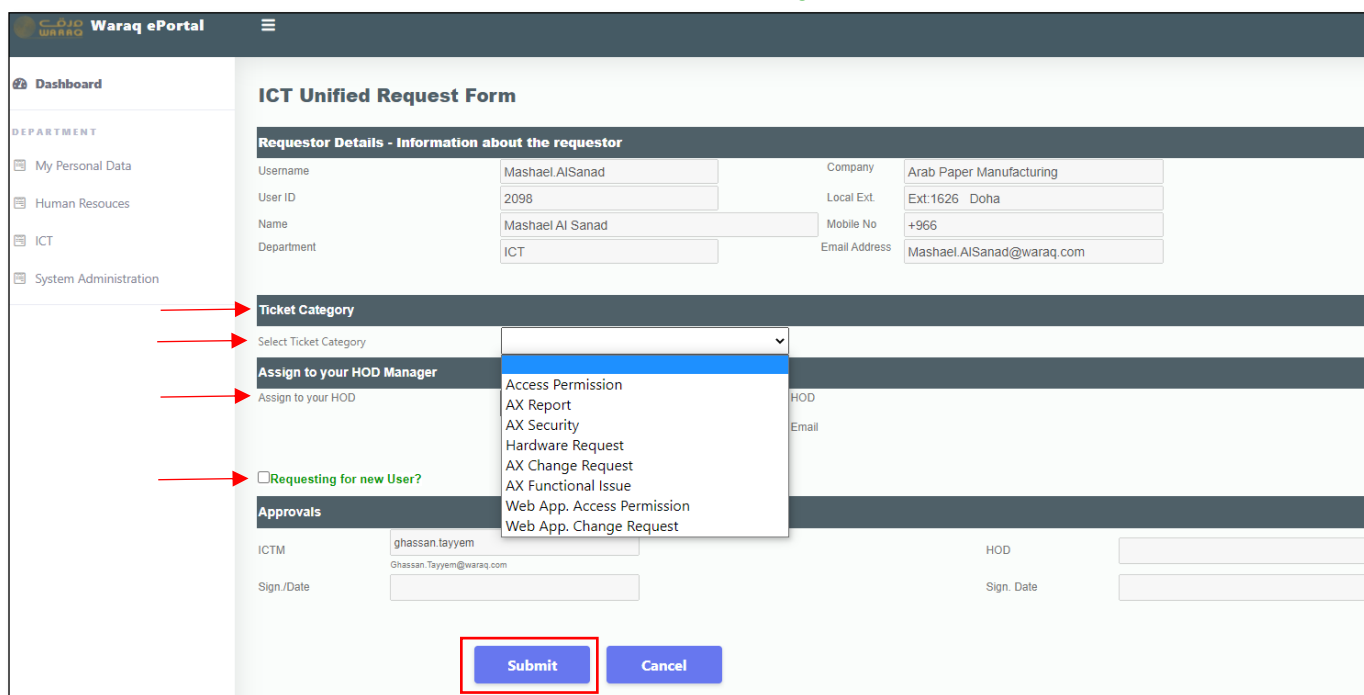
1. ICT Unified Request:

- Under this service you can review/follow-up with your requested tickets & create new ICT unified request by clicking new button



ICM	Requestor Name	Description	Assigned To	Status
2020_U00271		New trainer as internship		Resolved
2018_U00440		Auditing access authorities for all employees		Resolved
2018_U00235		Newly joined ICT application team		HOD REJECTED
2018_U00234		Newly joined ICT application team		Resolved
2018_U00232		Newly joined to the ICT application team.		Resolved

- Under ticket Category select from the drop list the category you raise this Request for.
- Under Assign to your HOD Manager, you can choose your department.
- If your raising this ticket for new user check on **“Requesting for new User?”**



Requestor Details - Information about the requestor

Username	Mashaheel AlSanad	Company	Arab Paper Manufacturing
User ID	2098	Local Ext.	Ext:1626 Doha
Name	Mashaheel Al Sanad	Mobile No	+966
Department	ICT	Email Address	Mashaheel.AISanad@waraq.com

Ticket Category

Select Ticket Category

Assign to your HOD Manager

Assign to your HOD

☐ **Requesting for new User?**

Approvals

ICTM: ghasan.tayyem
Sign./Date: Ghasan.Tayyem@waraq.com

HOD:
Sign. Date:

Submit **Cancel**

2. ICT Support Request:

- Under this service you can review/follow-up with your requested tickets & create new ICT unified request by clicking new button

Ticket No	Initiator	Requestor	Open Date	Item Type / Problem Type	Problem Details	Solution	Assigned To	Status
2021_00574								resolved
2021_00496								resolved
2021_00207								resolved

- Under Priority you can choose the type priority for your request
- Under category you can choose the type of category for your request & write down the problem details
- Submit your request

Requestor Details - Information about the requestor

Username: Company:

User ID: Local Ext.:

Name: Mobile No:

Department: Email Address:

Problem Details - Descriptive Information about the request

Priority:

Category:

Problem Details:



Date	Dept. Revision	Author Sign. \ ID	Notes
	HR		
	HR		
	ICT		
	ICT		
	ICT		