





Smart App Guidance Manuals

How to submit and follow-up your inquiries relating to case files

For more details



Steps to submit the application



- Select (My Page) icon
- Scroll down then press Estafsarat (Inquiries)



• Select the case you want to inquire about For old cases, you can press (cases filed before 2009)

Steps to submit the application



• The (log of inquiries) already submitted will appear here. To make a new inquiry, select new Inquiry



• Write the subject of the inquiry in a clear way, attach the supporting documents, then press send inquiry

To follow up on your inqiuies

You will be notified of the status of your application via

Text messages

E-mail

You can also track the status of your application through the following steps

1	2	3
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□ 30/11/2023 09:30.00 ③ 30	MY CASES CASES BEFORE 2009	You can view the history of submitted inquiries, and submit a new inquiry to the file.
Start Session + Add to Calendar	Please select a case	No records found
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Select (My Page) icon	 Select the case you inquire about to follow up your 	d • The (log of inquiries) will appear here. Select the

 Scroll down then press Estafsarat (Inquiries)

application

required inquiry to review

the answer

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