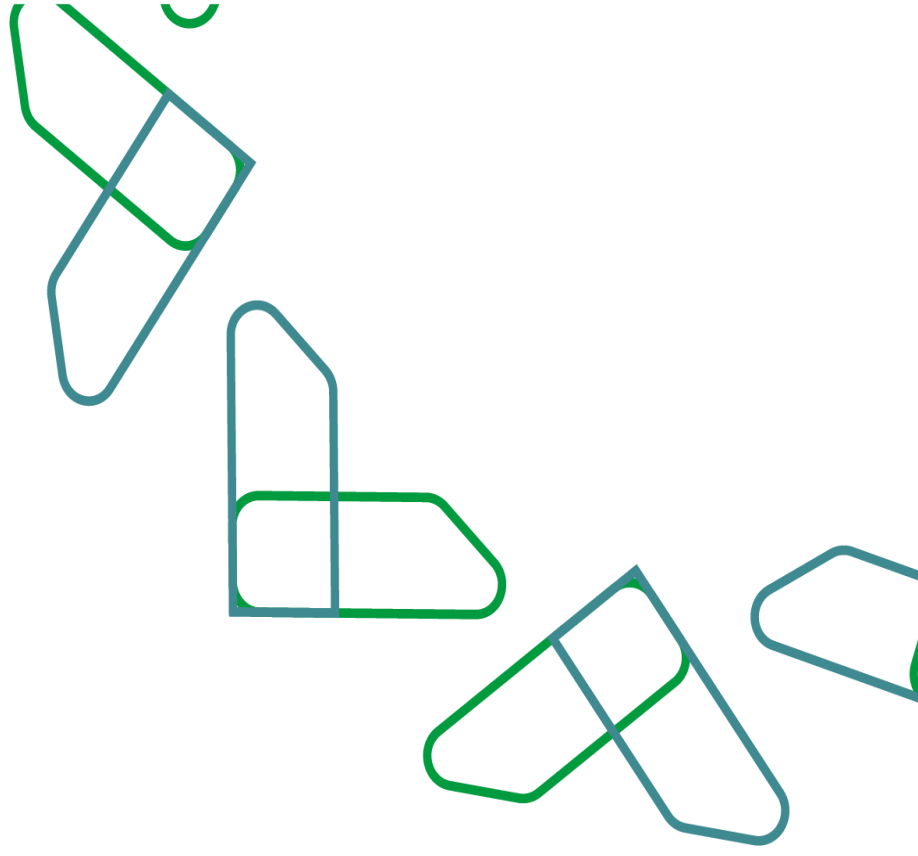
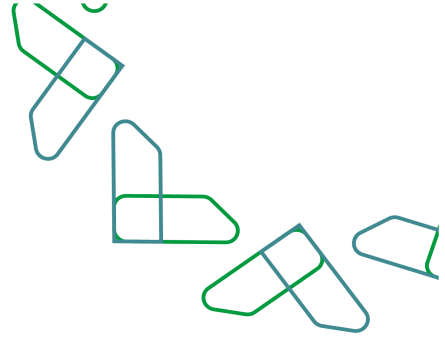


اعتماد  
Etimad



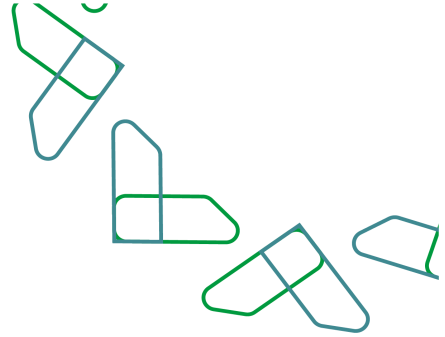
# User Manual for Digital Contracts

-Detailed Version-



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# Digital Contracts

## Introduction

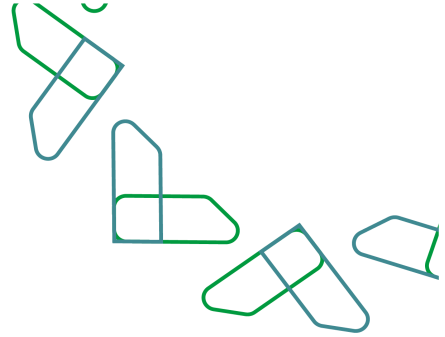
Based on the Kingdom's Vision 2030 and its directions towards improving work efficiency and increasing the effectiveness of projects in accordance with the needs of the national economy, the National Center for Government Resources Systems launched a comprehensive guide for activating electronic services to benefit from its services and view it in detail.

## Targets of the guide

A comprehensive and detailed version dedicated to the private sector to know how to use the service in detail, and to benefit from the executive guide of the service, visit the educational package on the Etimad platform.

## Instructions for use

1. It is required to visit the Ministry of Commerce website at the following link: <https://efile.mc.gov.sa/> This is to obtain authorization: approval of the contract/authorization and table of Landmarks as well as the validity of the digital signature
2. It is required to complete the procedures on the contract from the government agency so that the beneficiaries from the private sector can obtain the contract on the Etimad platform.
3. After obtaining the authority to sign contracts, it is required to enter the Etimad platform / digital signature service and fill in the required data, taking care to register an email that matches the email registered in the Etimad platform.
4. The national address data for the commercial register is updated through the Ministry of Commerce or the Saudi Business Center.



## Service description

It is a government service provided by the Etimad platform, where contract forms are automated and linked to competition, and it provides an opportunity for both government agencies and the private sector to agree on contract details and sign them digitally.

## Service access link

Go to the following link to access the Etimad platform: <https://etimad.sa>

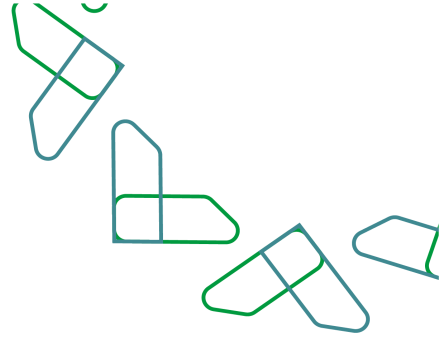
## Terminology

**Milestone table:** It is created by the government entity and contains the basic contract parameters and the agreed payment plan and is reviewed and approved by the supplier/contractor.

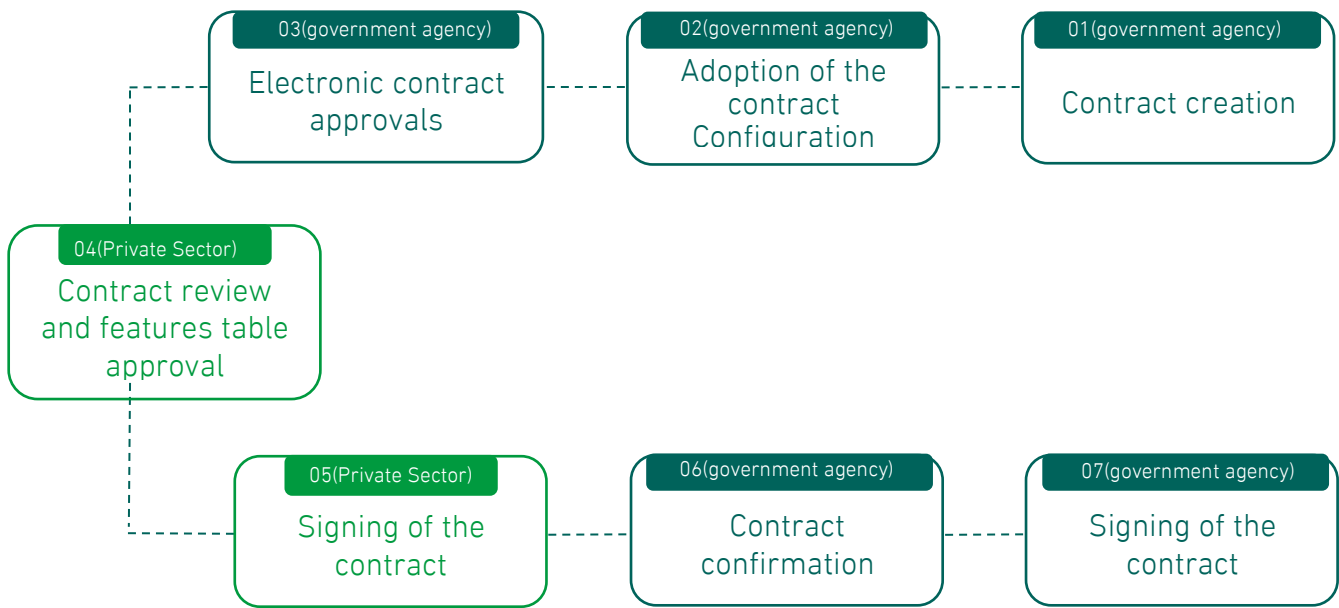
**Digitally Signed Contract:** These are the contracts that were awarded after the launch of the digital contracting service and were registered through the digital contracting service.

**Non-digitally signed contract:** These are the contracts that were awarded before the launch of the digital contracting service, in addition to a number of contract types that are excluded from automation.

**Digital signature:** Contracts are signed electronically by the government agency and the private sector.



## Service workflow for digitally signed contracts



## Service workflow for non-digittally signed contracts



## Registration mechanism for the digital signature service

1. For the private sector: Log in to Etimad Business platform and enter the required data, as shown in Figure No. (1).

The screenshot displays the Etimad Business platform interface. At the top, there is a navigation menu with the following items: نماذج, توثيق المستندات, اعتماد افراد, اعتماد اعمال, اعتماد حكومي, and عن اعتماد. The Etimad logo is visible in the top right corner. The main content area is divided into two panels. The left panel, titled 'تسجيل الدخول لمنصة اعتماد أعمال', contains two input fields: 'رقم الهوية' (National ID Number) and 'كلمة المرور' (Password). Below these fields are two buttons: 'نسيت كلمة المرور' (Forgot Password) and 'تسجيل الدخول' (Login). The right panel, titled 'الدخول لمنصة اعتماد للأعمال', features a progress indicator with two steps: '1 الهوية الوطنية وكلمة المرور' (National ID and Password) and '2 التحقق' (Verification). A button labeled 'تسجيل الدخول عبر نفاذ' (Login via Nafath) is located at the bottom of the right panel.

Figure No. (1)

2. The system verifies the entered data and redirects the user (a government agency/government supplier/private sector that owns a commercial registration) to the home page. The user clicks on the options icon, then selects the digital signature service, as shown in Figure (2).

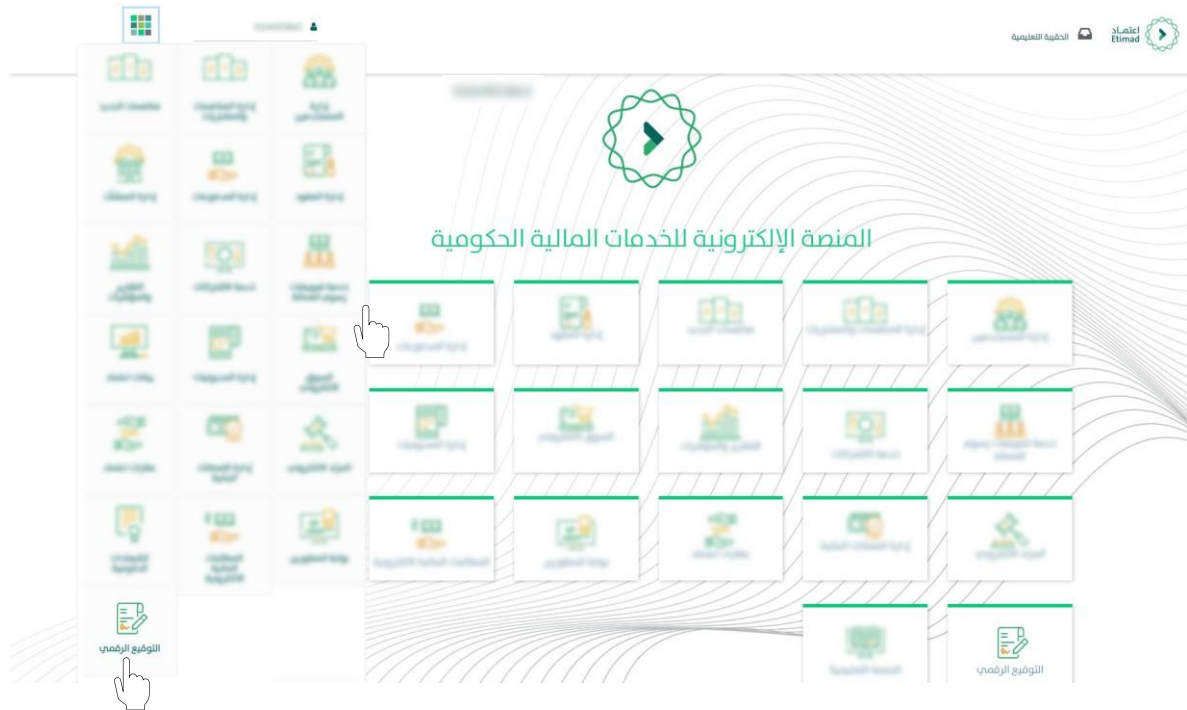


Figure No. (2)

1. The system redirects the user to the STC (Service Provider) page to start the registration process in the digital signature service by clicking on "Get Started" as shown in Figure (3).



## Self Enrolment Registration

Self Enrolment Registration

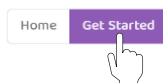


Figure No. (3)

2. The user is automatically transferred to the National Access platform to verify his identity by entering the username and password, then clicking on Login as shown in Figure (4).

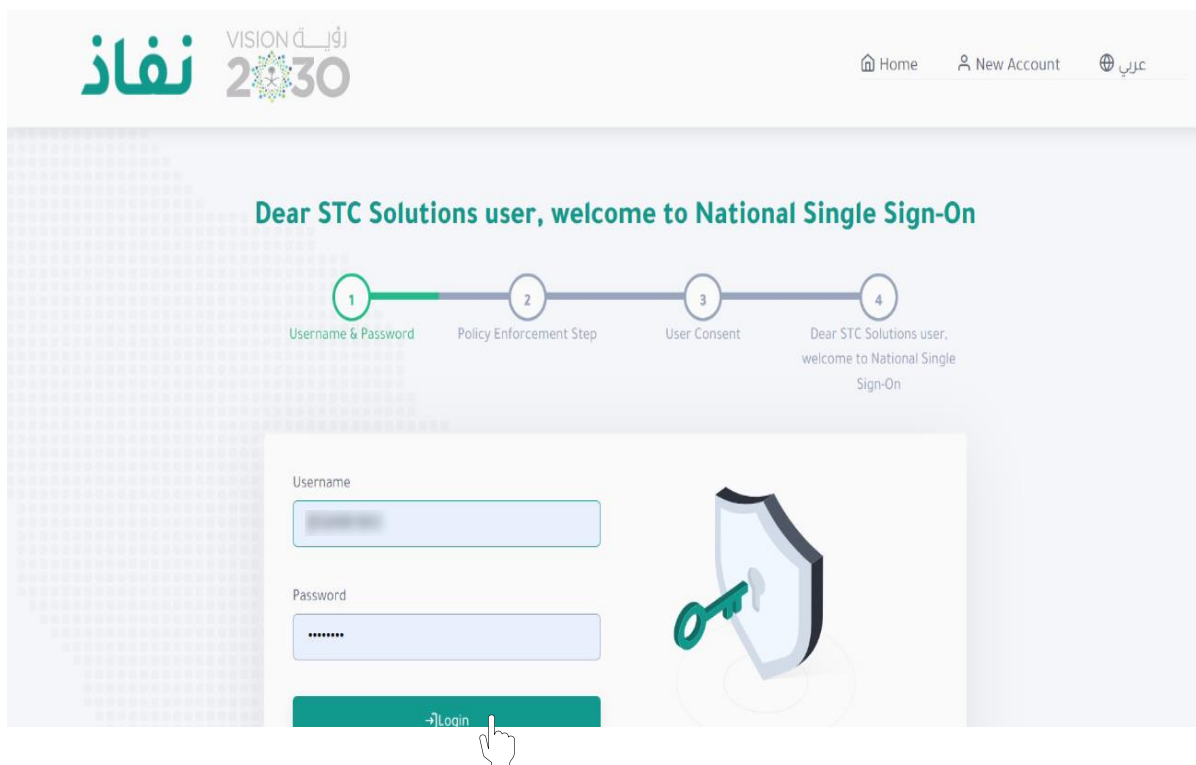


Figure No. (4)

3. After verifying the user's identity, the system redirects the user to the STC page to start the registration process, then click again on "Get Started" as shown in Figure (5).

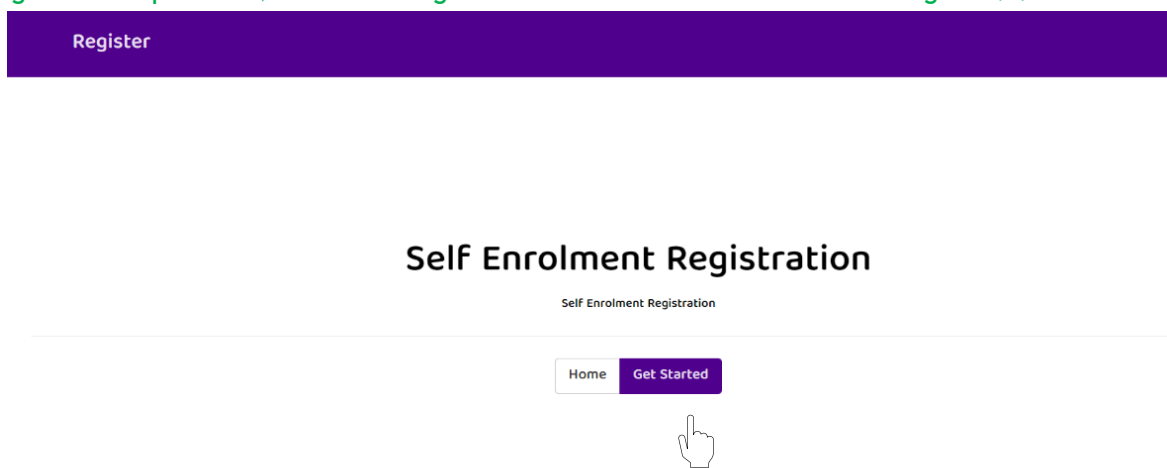


Figure No. (5)



4. The system reviews the "Digital Signature Subscriber Agreement" so that the user acknowledges acceptance of the terms and conditions in addition to the processing of his data, then clicks on "Next" as shown in Figure (6).

**Agreement**

**stc**

**اتفاقية الاشتراك بالتوقيع الرقمي**

**DIGITAL SIGNATURE SUBSCRIBER AGREEMENT**

تخضع اتفاقية الاشتراك هذه ووصولك إلى خدمة التوقيع الرقمي (صايان) لشركة حلول واستخدامها. تتضمن هذه الشروط والأحكام سياسة الشهادة الرقمية (CP) وإجراءات التصديق التابعة لسياسة الشهادة (CPS) الصادرة من مركز إصدار الشهادات (شركة حلول CA - ) بالرجوع إليها. هذه الوثائق متاحة في منصة نشر الوثائق على الموقع الإلكتروني <https://www.stcs.com.sa/repository> وطبقتك التعرف على محتوياتها بشكل كامل قبل المتابعة. عندما تشير إلى "شركة حلول" أو "نحن" أو "الذيل" في اتفاقية الاشتراك هذه، فإننا نعني الشركة العربية لخدمات الإنترنت والاتصالات، والمعروفة أيضاً باسم حلول ، وهي شركة تأسست وتتواجد بموجب قوانين المملكة من المملكة العربية السعودية، وعنوانها في: العقارية بلازا، الطابق الثالث، شارع العليا ، صندوق بريد 50، الرياض 11372، المملكة العربية السعودية.

This Subscriber Agreement governs your access to and use of STCS's digital signature solution "sayan". These terms and conditions incorporate the Certificate Policy (CP) and corresponding Certificate Practice Statement (CPS) of the Certificate Authority (CA) by reference. Each of these documents is available in the repository on <https://www.stcs.com.sa/repository/> and you should fully familiarize yourself with their contents before proceeding further. Where we refer to "Solutions", "STCS", "we", "us" or "our" in this Subscriber Agreement we mean Arabian Internet and Communications Services Company, also known as Solutions, a company incorporated and existing under the laws of the Kingdom of Saudi Arabia, whose address is at, Akaria Plaza, 3rd Floor, Olaya Street P.O. Box 50, Riyadh 11372, Kingdom of Saudi Arabia.

**1. ACCEPTANCE OF THIS AGREEMENT**

1.1 By signing this Subscriber Agreement, you confirm that you have familiarized yourself with and you agree that you will fully comply with the terms and conditions contained in this Subscriber Agreement, the Certificate Policy (CP) and the corresponding Certificate

I agree to have my information processed.

I agree to the Terms and Conditions.

**Next**

Figure No. (6)

5. The user enters his personal data, which are: (first name, last name, e-mail, ID number, e-mail, company name, city, mobile number) and then clicks on "Next" as shown in Figure (7).

**Personal Details**

**Personal Information**

Add personal information

First name \*

Fahad

Last name \*

Khalid

Identity number \*

Company name

Country \*

Saudi Arabia

Area Code \*

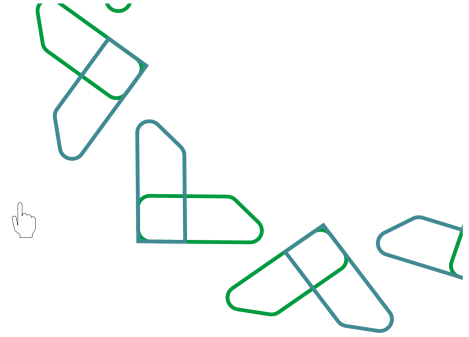
+966

Mobile number \*

Email address \*

**Back** **Next**

Figure No. (7)



6. The user enters the verification code sent to both mobile number and e-mail.

**OTP**

**OTP Verification**  
Validate OTP (One Time Passcode)

---

An OTP has been sent to [redacted] in order to verify that the details provided are correct and accurate:

Please open your sms and enter the code below:

\_\_\_\_\_

An OTP has been sent to [redacted] in order to verify that the details provided are correct and accurate:

Please open your email app and enter the code below:

\_\_\_\_\_

Resend OTP

7. The system transfers the user to the signature page, where the user signs inside the box that appears, as shown in Figure (8), then clicks on "Next"


**Signature**

Signature

---

I confirm that all the information I provided relates only to myself, that all this information is true, current and correct.

I confirm that I have willingly provided this information in order to verify my credentials.



Clear

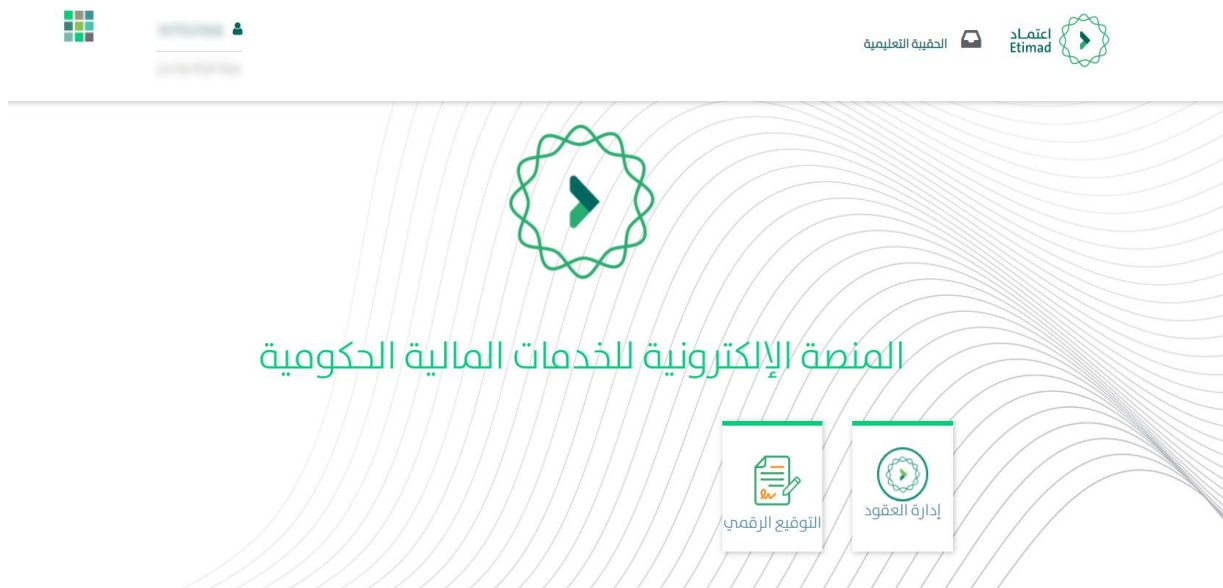
Figure No. (8) Back Next

8. The system reflects all the entered details, then the user has to create a password for each of the RA Portal and ADSS, and at the end of the page the user acknowledges the validity of the entered information, then clicks on "Submit" as shown in Figure (9).

The image shows a registration summary page with a purple header containing "Registration Summary" and "العربية". Below the header are two side-by-side panels. The left panel, titled "Create your RA Portal Password", has a purple background and contains a "Password\*" field with a hand cursor, a "Confirm Password\*" field, and a "Submit" button. The right panel, titled "Create Your ADSS Password", has a red background and contains a "Password\*" field, a "Confirm Password\*" field, and a "Submit" button with a hand cursor.

Figure No. (9)

9. The system will automatically return the user to the Etimad platform, where the registration for the digital signature service has been completed successfully.



# How to use the services for the private sector

## Chapter 1: Authorization to review the Contract/Confirmation and approval of the features table

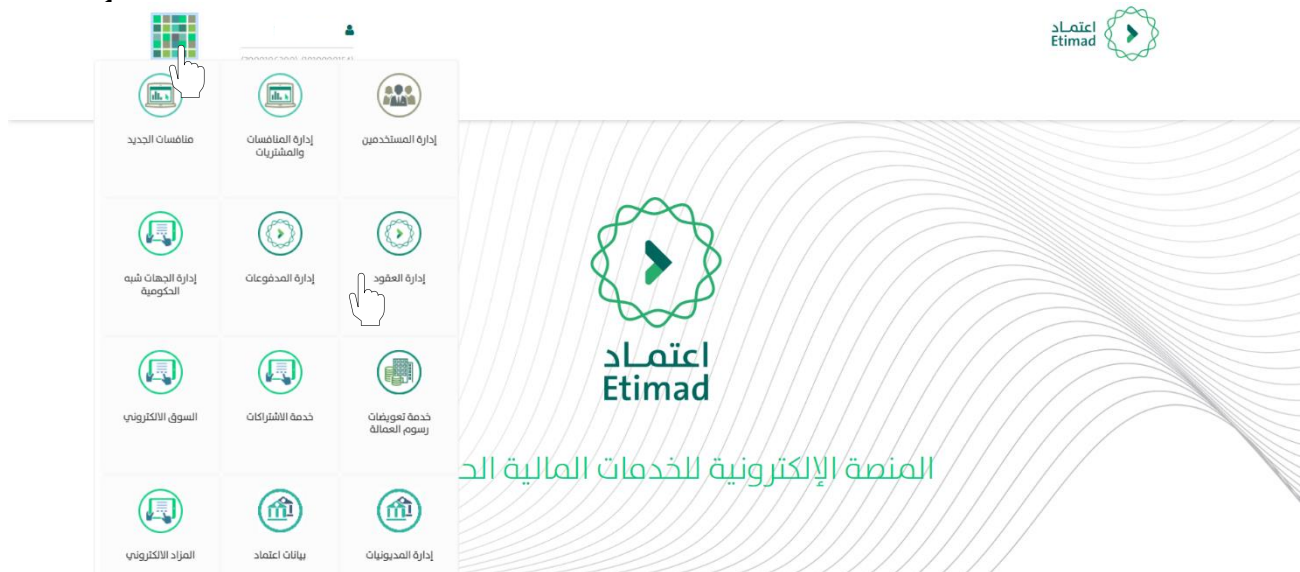
1. Enter the business approval platform and enter the required data, as shown in Figure No. (1).

The screenshot shows the login interface for the Etimad platform. At the top, there is a navigation menu with the following items: نماذج, توثيق المستندات, اعتماد افراد, اعتماد اعمال, اعتماد حكومي, عن اعتماد, and the Etimad logo. The main content area is divided into two panels. The left panel, titled 'تسجيل الدخول لمنصة اعتماد أعمال', contains two input fields: 'رقم الهوية' (National ID Number) and 'كلمة المرور' (Password). Below these fields is a link for 'نسيت كلمة المرور' (Forgot password) and a prominent orange button labeled 'تسجيل الدخول' (Login). The right panel, titled 'الدخول لمنصة اعتماد للأعمال', features a progress indicator with two steps: '1 الهوية الوطنية وكلمة المرور' (National ID and password) and '2 التحقق' (Verification). Below the progress indicator is a button labeled 'تسجيل الدخول عبر نفاذ' (Login via Nafath).

Figure No. (1)

2. The system verifies the data entered and redirects the user (government supplier / private sector that owns a commercial registration) to the home page.

3. The user clicks on the options icon and then chooses the contract management service, as shown in Figure No. (2).




4. From the top of the home page, the user clicks on the inbox icon, as shown in Figure No. (3).



Figure No. (3)

5. The system redirects the user to the "Inbox" screen according to his authorization, noting that the authorization to review the contract and approval of the features table is obtained through the single-entry system of the Ministry of Commerce.

6. The user selects the contract from the "Inbox" list, and the status of the contract is "Review the contract and approve the features table" as shown in Figure (4).

7. The user clicks on the “  ” icon to view the contract details and take action, as shown in Figure (4).

بحث عام

الجهة


العملية









الرقم المرجعي

من تاريخ




إلى تاريخ

ميلادي

بحث مسح

#	الرقم المرجعي	نوع الطلب	تاريخ الطلب	المرحلة	أخر إجراء	الخيارات
1		العقود	10:24 26/07/1443	توقيع الطرف الثاني	عقد مؤتمت	
2		العقود	09:42 26/07/1443	مراجعة العقد وقرار جدول المعالم	بحاجه مراجعة العقد وقرار جدول المعالم	
3		العقود	14:11 22/07/1443	مراجعة العقد وقرار جدول المعالم	بحاجه مراجعة العقد وقرار جدول المعالم	
4		العقود	14:13 20/07/1443	مراجعة العقد وقرار جدول المعالم	بحاجه مراجعة العقد وقرار جدول المعالم	

الرقم الموحد: 19990 | اتصل بنا

جميع الحقوق محفوظة لوزارة المالية - اعتماد @ 2022  
تدعم منصة اعتماد المتصفحات التالية   

وزارة المالية  
Ministry of Finance  
<https://preprod.etimad.sa/Inbox/Details?c=P8dVKnTLFjdlNzG6c>

Figure No. (4)

8. The user reviews the contract with all its details (general information, financial plan, previous procedures) as shown in Figure (5).

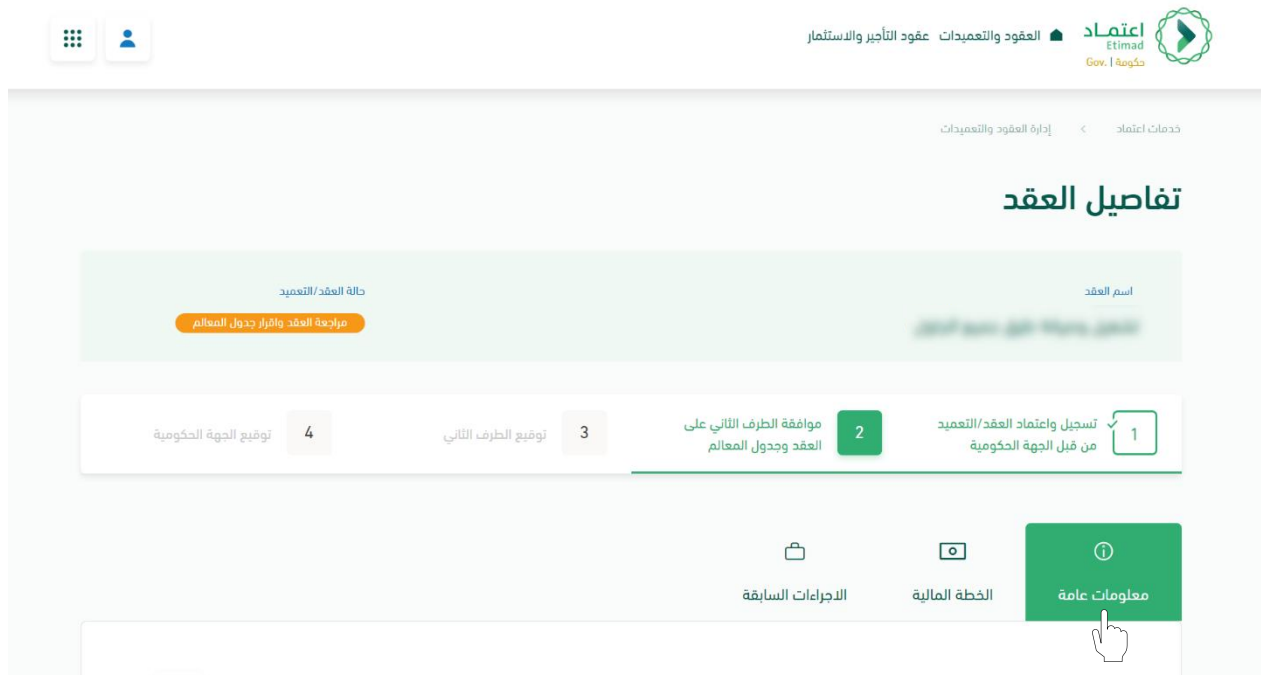
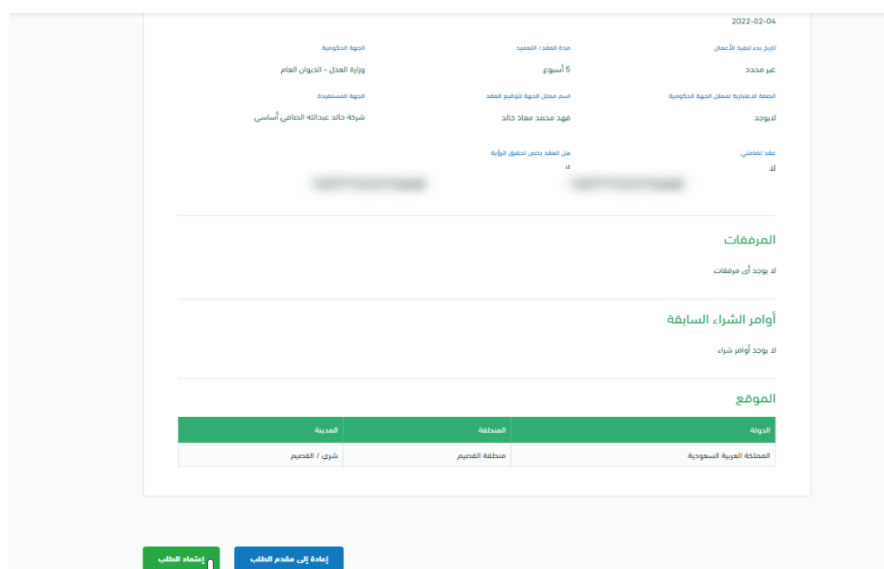


Figure No. (4)

9. After reviewing the contract details, the user chooses one of the two procedures, as shown in Figure (6).

a. Return to Applicant: It will be returned to the contract registrar and the status of the contract will be “re-modified”.

b. Approval: Approving the contract data and approving the features table.



10. Upon approval, the system displays a pop-up window for the user to acknowledge the approval of the data, as shown in Figure (7).

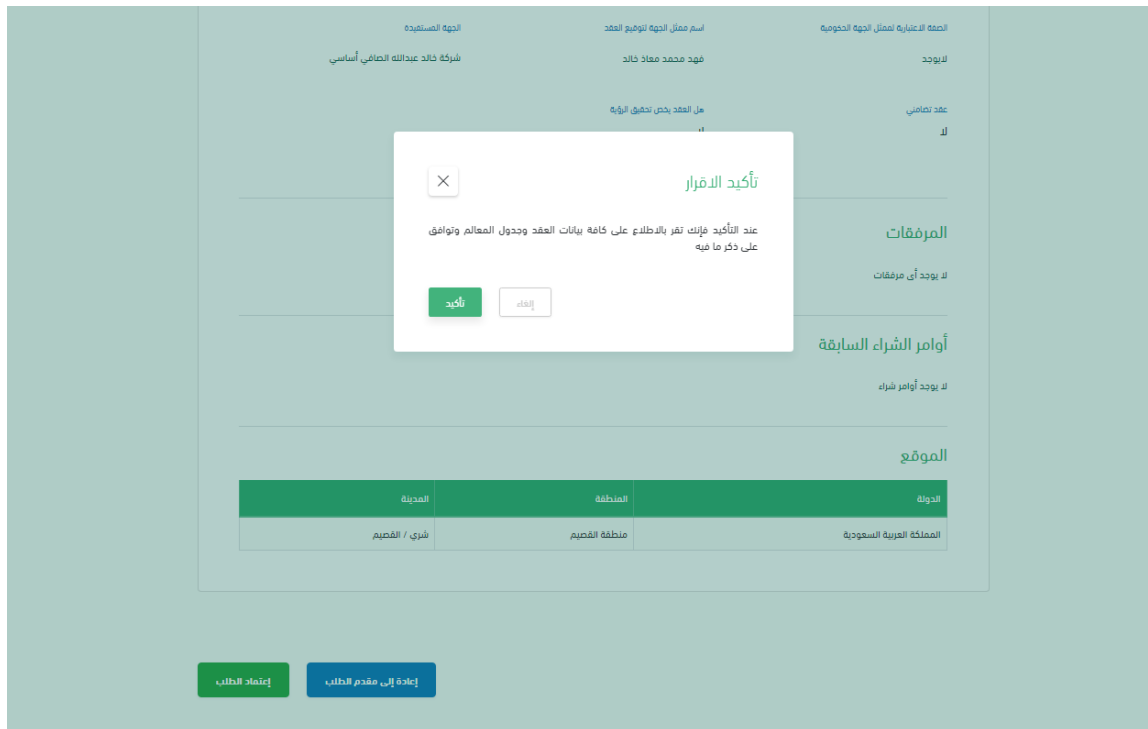
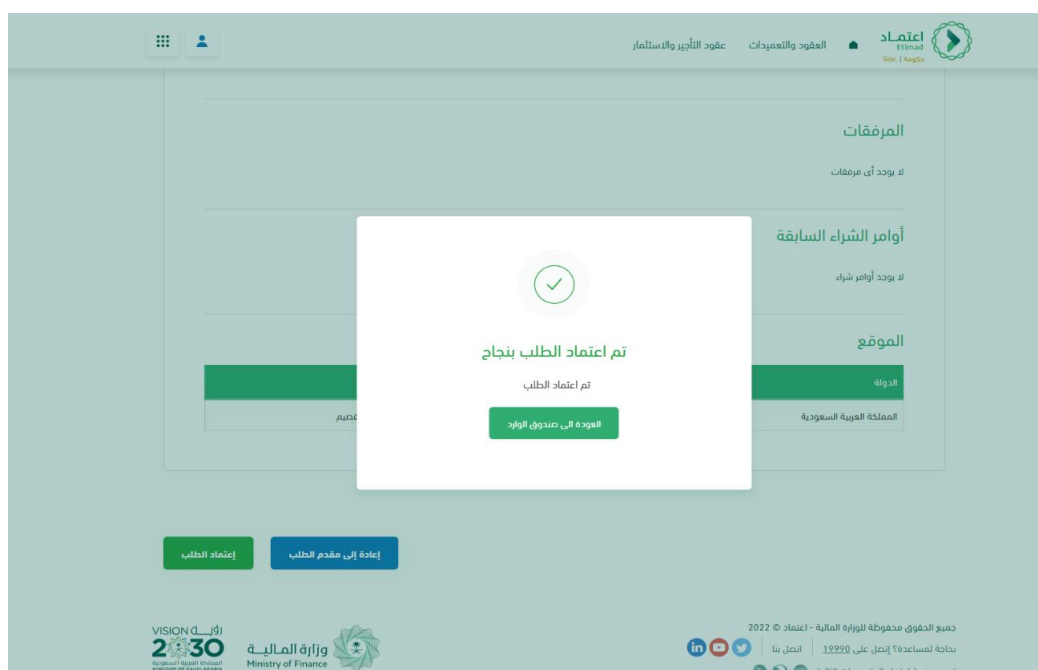


Figure No. (7)

11. The system will show a pop-up window to the user to confirm the success of the approval procedure, as shown in Figure (8).



الشكل ، رقم (8)



## Chapter Two: Validity of the Digital Signature

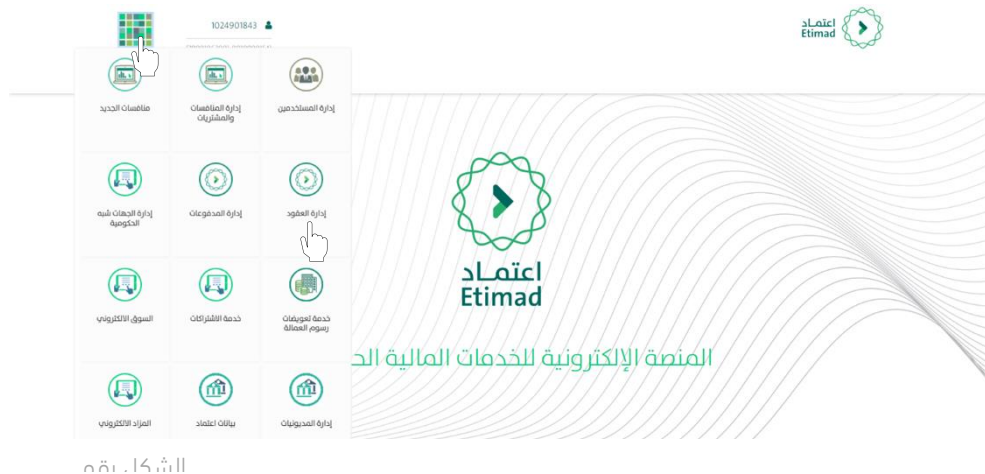
1. Log in to the business approval platform and enter the required data, as shown in Figure No. (1).

The screenshot shows the login interface for the Etimad platform. At the top, there is a navigation bar with the Etimad logo and several menu items: 'عن اعتماد' (About Etimad), 'اعتماد حكومي' (Government Approval), 'اعتماد اعمال' (Business Approval), 'اعتماد افراد' (Individual Approval), 'توثيق المستندات' (Document Authentication), and 'نماذج' (Forms). The main content area is titled 'تسجيل الدخول لمنصة اعتماد أعمال' (Login to Business Approval Platform). It features two input fields: 'رقم الهوية' (National ID Number) and 'كلمة المرور' (Password). Below these fields are two buttons: 'نسيت كلمة المرور' (Forgot Password) and 'تسجيل الدخول' (Login). To the right, there is a progress indicator with two steps: '1 الهوية الوطنية وكلمة المرور' (National ID and Password) and '2 التحقق' (Verification). Below the progress indicator is a button labeled 'تسجيل الدخول عبر نفاذ' (Login via Nafath).

Figure No.

2.The system verifies the entered data and redirects the user (Government supplier/private sector with a commercial registration) to the home page.

3.The user clicks on the options icon and then chooses the contract management service, as shown in Figure No.(2) .



4.From the top of the home page, the user clicks on the inbox icon, as shown in Figure.(3)

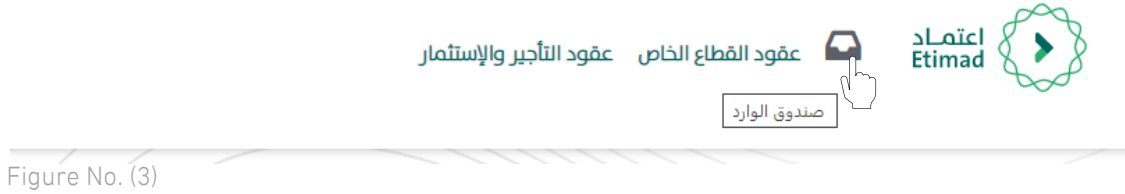


Figure No. (3)

5.The system redirects the user to the "Inbox" screen according to his validity, noting that the digital signature is obtained through the Single Sign-On System of the Ministry of Commerce.

6.The user selects the contract from the "Inbox" list, and the status of the contract is "Signature of the Second Party" as shown in Figure (4).

7.The user clicks on the "👁️" icon to view the contract details and take action, as shown in Figure.(4)

بحث عام

الرقم المرجعي العملية الجهة

من تاريخ ميلادي إلى تاريخ ميلادي

بحث مسح

#	نوع الطلب	تاريخ الطلب	المرحلة	آخر إجراء	الخيارات
1	العقود	10:24 26/07/1443	توقيع الطرف الثاني	عقد مؤتمت	👁️
2	العقود	14:11 22/07/1443	مراجعة العقد وقرار جدول المعالم	بحاجه مراجعة العقد وقرار جدول المعالم	👁️

جميع الحقوق محفوظة لوزارة المالية - اعتماد @ 2022  
تدعم منصة اعتماد المتصفحات التالية

وزارة المالية  
Ministry of Finance

الرقم الموحد: 19990 | اتصل بنا

https://preprod.etimad.sa/Inbox/Details?qq=P8dVKnTL5jdlNzG8c2%2659wI8fm6mOM4%26

Figure No. (4)

8.The user reviews the contract with all its details (general information, financial plan, previous procedures) as shown in Figure.(5)

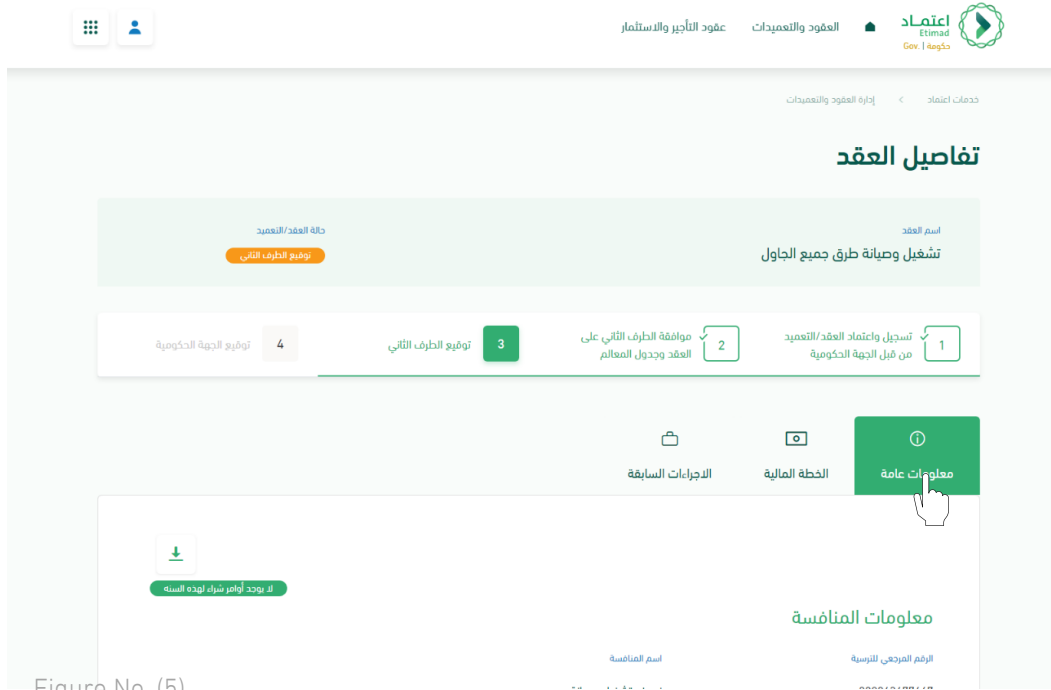
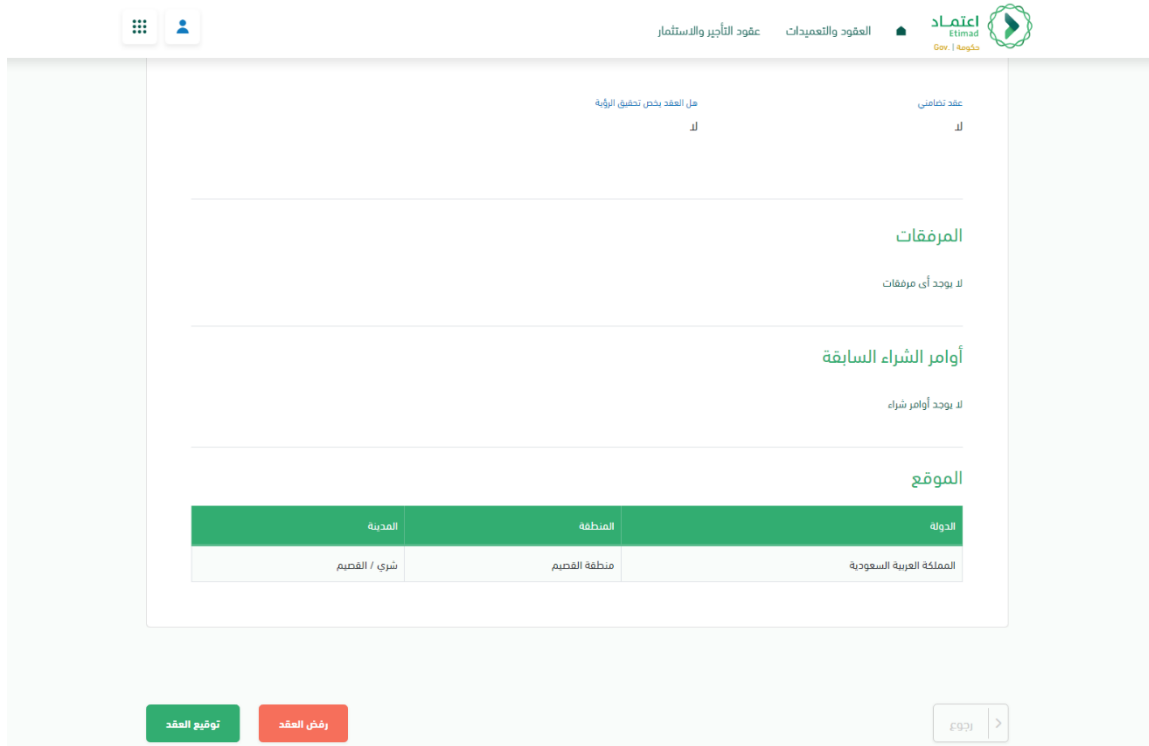


Figure No. (5)

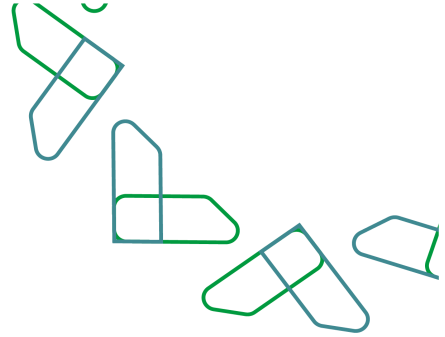
9.After reviewing the contract details, the user chooses one of the two procedures, as shown in Figure.(6)

a. Rejection of the contract: the contract is rejected outright.

b. Signing of the contract.



الشكل رقم (6)



10. When the user chooses "Sign the Contract" the system displays a pop-up window for the user to enter the required data then click on the Sign the Contract icon to send the contract for signature, as shown in Figure (7).

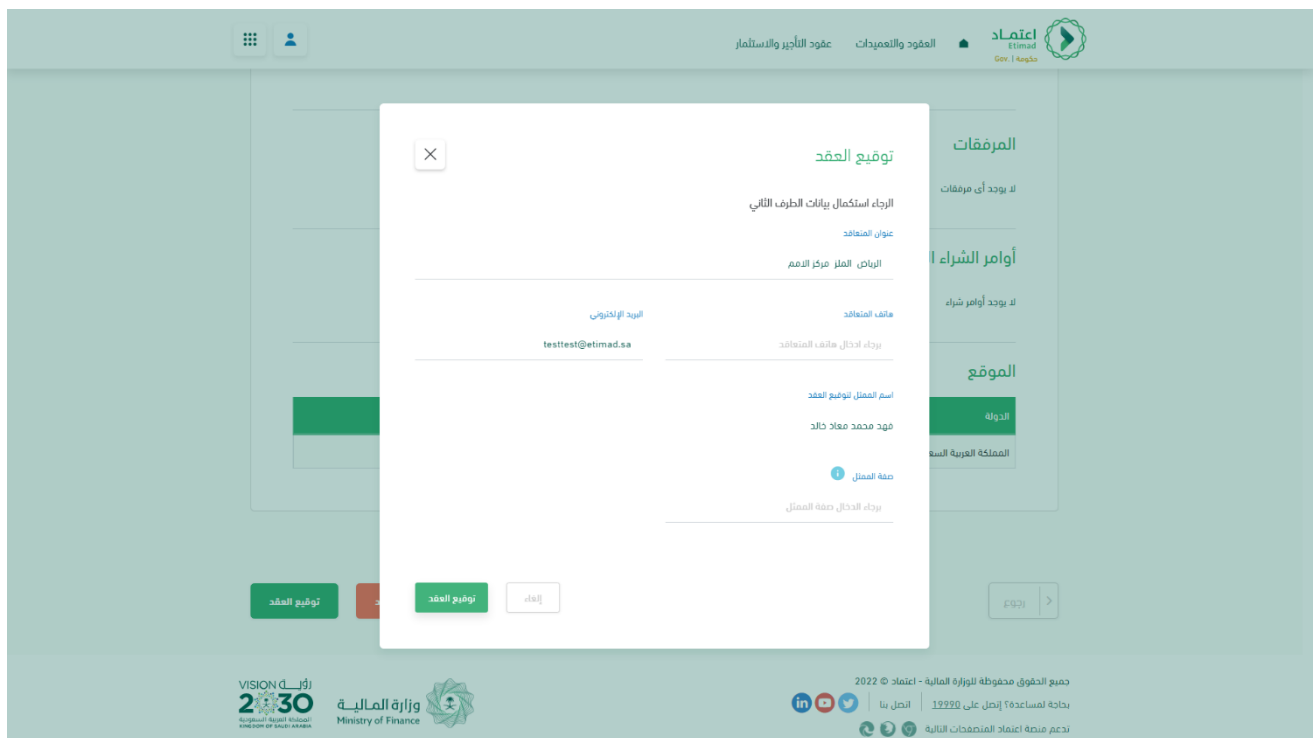


Figure No. (7)

11. The system transfers the user to the contract signing service provided by STC.

12. The user enters his account information at STC to sign the contract and then clicks on the "Sign" icon as shown in Figure (8).

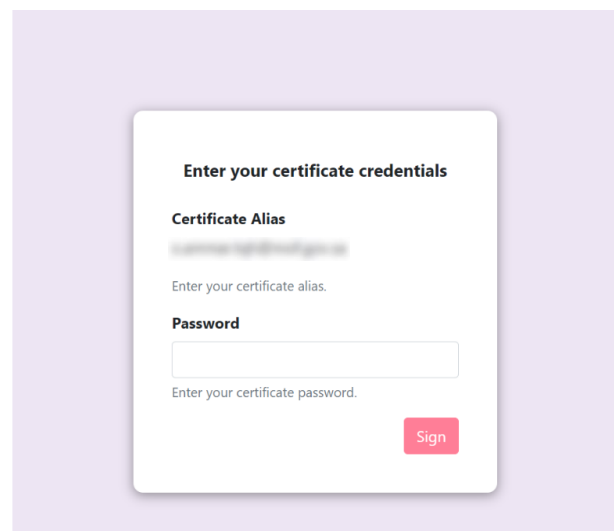


Figure No.

13. The system displays a pop-up window for the user to confirm the success of signing the contract, as shown in Figure.(9)

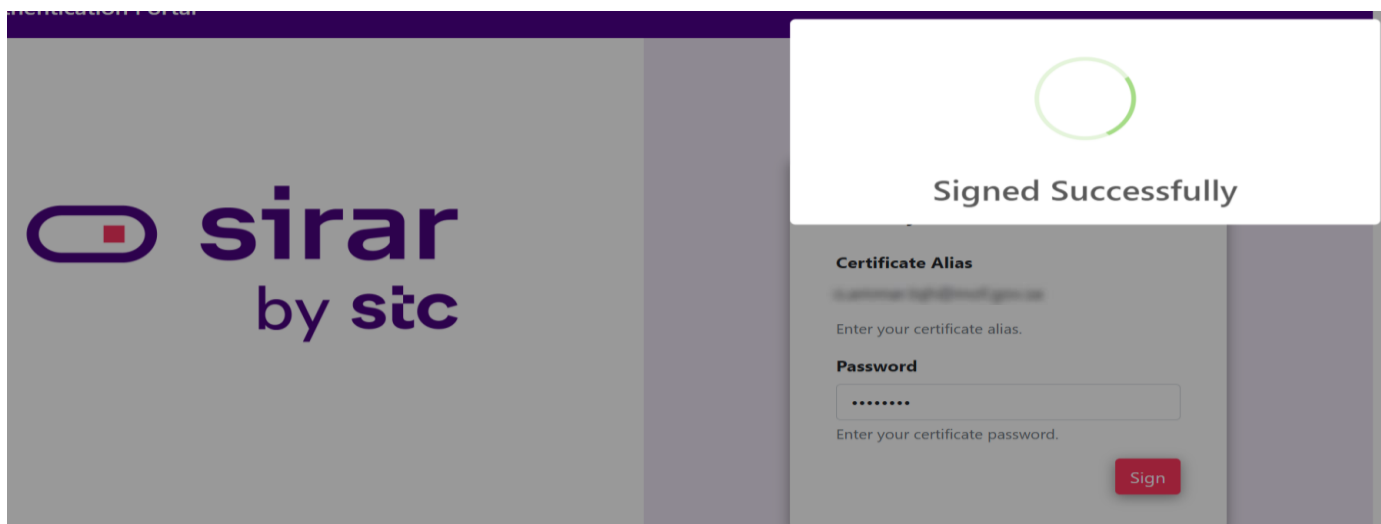


Figure No. (9)

14. The system redirects the user to the Etimad platform, and a page is displayed to confirm the successful signing of the contract, as shown in Figure (10).

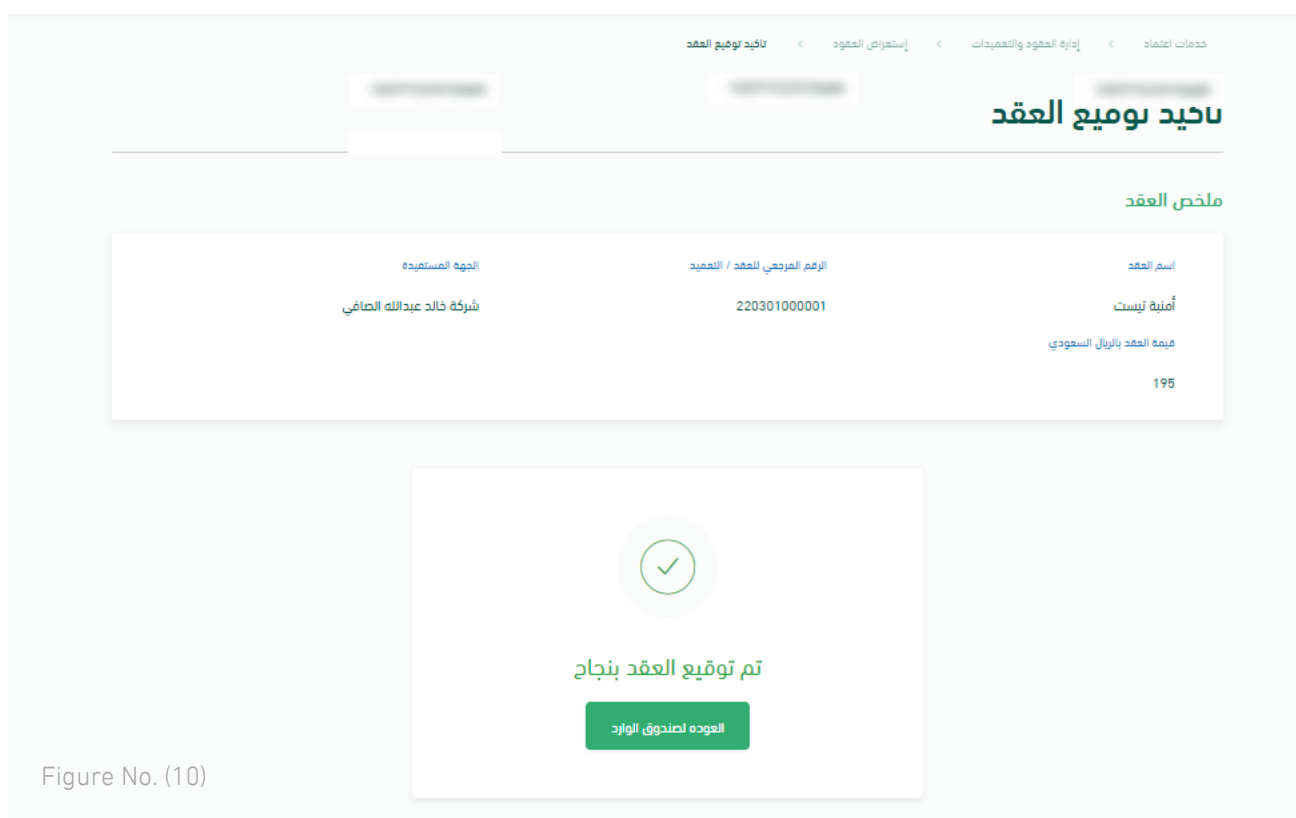
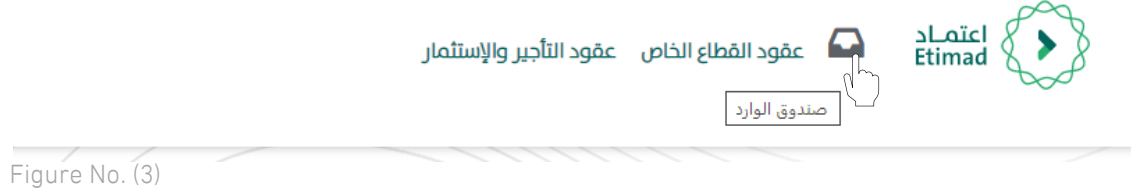


Figure No. (10)








2. From the top of the home page, the user clicks on the inbox icon, as shown in Figure.(3)



4.The system redirects the user to the "Inbox" screen according to his authorization, noting that the authorization to review the contract approve of the features table is obtained through the single-entry system of the Ministry of Commerce.

5. The user selects the contract from the "Inbox" list, and the status of the contract is "Review the contract and approve the feature table" as shown in Figure (4).

6.The user clicks on the “  ” icon to view the contract details and take action, as shown in Figure.(4)

#	الرقم المرجعي	نوع الطلب	تاريخ الطلب	المرحلة	أخر إجراء	الخيارات
1	220201000702	العقود	10:24 26/07/1443	توقيع الطرف الثاني	عقد مؤتمت	
2	220201000696	العقود	09:42 26/07/1443	مراجعة العقد وافرار جدول المعالم	بحاجه مراجعة العقد وافرار جدول المعالم	
3	220201000677	العقود	14:11 22/07/1443	مراجعة العقد وافرار جدول المعالم	بحاجه مراجعة العقد وافرار جدول المعالم	
4	220201000651	العقود	14:13 20/07/1443	مراجعة العقد وافرار جدول المعالم	بحاجه مراجعة العقد وافرار جدول المعالم	

7. The user reviews the contract with all its details (general information, financial plan, contract requests, previous procedures) as shown in Figure (5).

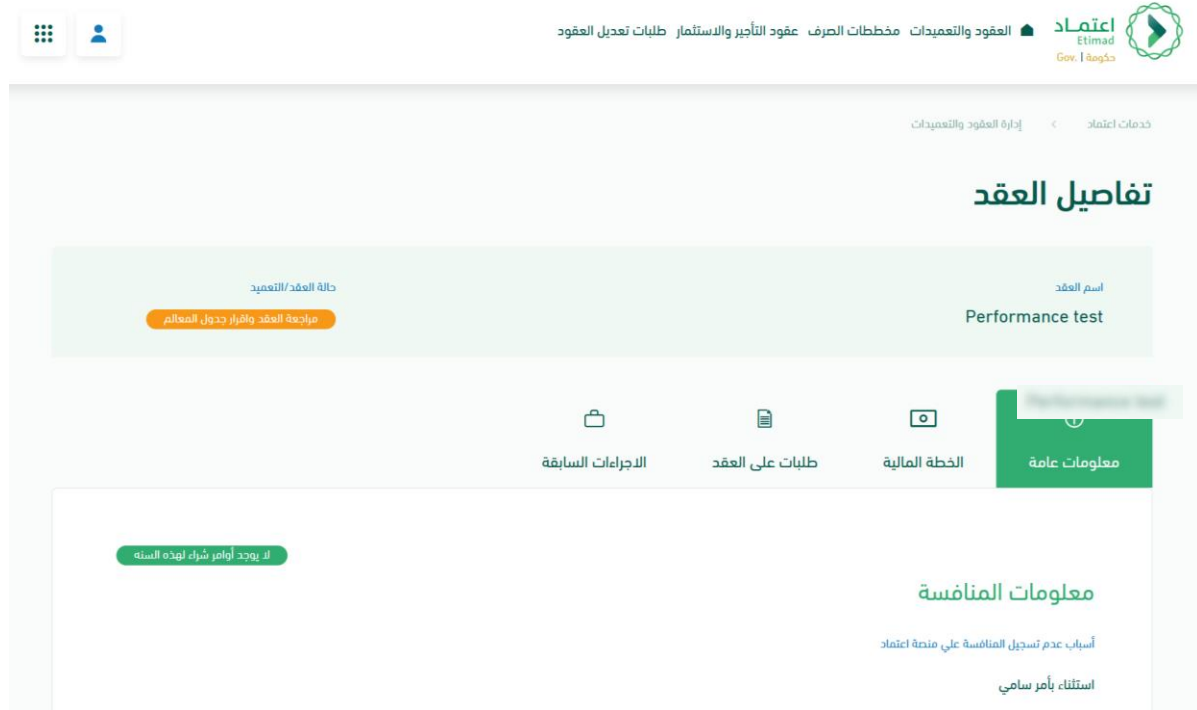


Figure No. (5)

8. After reviewing the contract details, the user chooses one of the two procedures, as shown in Figure.(6)
- a. Return to Applicant: It will be returned to the contract registrar and the status of the contract will be “re-modified.”
  - b. Approval: Approving the contract data and approving the feature table.



Figure No. (6)



c. Upon approval, the system displays a pop-up window for the user to acknowledge the approval of the data, as shown in Figure (7).



Figure No. (7)

d. The system displays a pop-up window for the user to confirm the success of the approval procedure, as shown in Figure.(8)

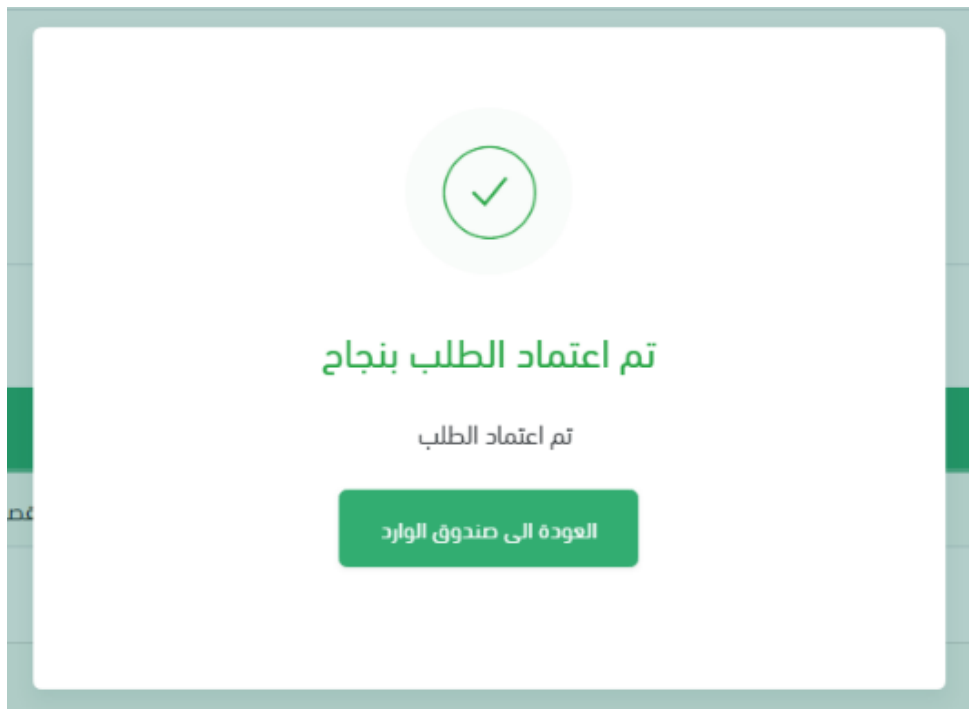
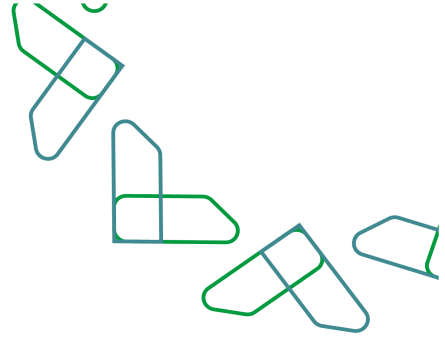


Figure No. (8)



## Support and escalation mechanism

### Support mechanism for the service

#### Comprehensive Service Center (Etimd)

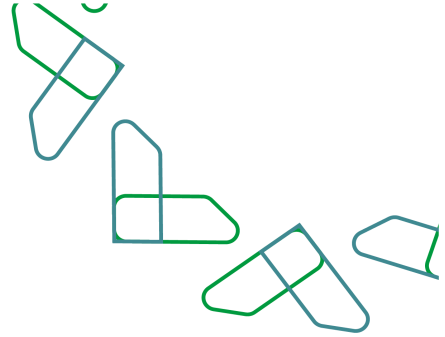
The unified number is 19990

Twitter account @Etimadsa

E-mail [ecare@etimad.sa](mailto:ecare@etimad.sa)

### Escalation mechanism

Contact information	Job title	Escalation level
Abdulmalik Alhamdan <a href="mailto:ahamdan@ncgr.gov.sa">ahamdan@ncgr.gov.sa</a>	Private sector business support manager	First
Dhari Alhathal <a href="mailto:dhathal@ncgr.gov.sa">dhathal@ncgr.gov.sa</a>	Director of business support	Second
Ahmad Aldakheelallah <a href="mailto:a.aldakhilallah@ncgr.gov.sa">a.aldakhilallah@ncgr.gov.sa</a>	Vice president of the business sector	Third



# Thank You

تحت إشراف

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