Partnership Portal System

System User Manual (External User)

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1. Introduction

The Partnership Management System is an advanced application based on the ISO 44001:2017 standards. It aims to supply a comprehensive and integrated framework for best practices in managing relationships and partnerships between organizations and other organizations, whether public or private.

The Partnership Management System is considered a real portal for developing and enhancing partnerships to achieve the organization's objectives. The system enables efficient and effective handling of all aspects of the partnership life cycle, starting from the initial stage of requesting a partnership until terminating the partnership.

The Partnership Management System is distinguished by an easy-to-use and flexible interface, which facilitates the user's execution of the main partnership management operations conveniently and effectively. Whether there is a desire to create and manage new partnerships or improve current relations with partners, the system provides the necessary tools and resources.

2. ISO 44001:2017

ISO 44001:2017 is a globally recognized international standard in partnership management. This specification is a comprehensive framework aimed at improving and enhancing the performance and effectiveness of partnership management between institutions and other organizations.

The specification focuses on enhancing effective cooperation and communication between partners and enhancing mutual understanding and trust. It also supplies a framework for achieving common objectives and fostering innovation and continuous improvement within the partnership framework.

ISO 44001:2017 includes a set of basic concepts and principles for partnership management, including defining roles and responsibilities, clarifying common objectives and responsibilities, managing risks and opportunities, dealing with changes and joint improvement, and resolving disputes constructively and agreed.

3. Objective of the document

This document serves as a user guide aimed at guiding you on how to use the Partnership Management System and interact with it, where you will find clear explanations and detailed guidelines for all available functions and features. You will also find practical examples and valuable tips that will help you optimally use the system and exploit its capabilities in the best possible manner.

4. Partnership Management System Overview.

Partnership Management System is a specialized electronic application that aims to organize and manage the process of establishing and developing partnerships between institutions and various partners. This system is valuable for enhancing effective cooperation and communication and achieving common objectives between partners.

The partnership addition process is done by filling in the main identification data that describes the new partnership through a new partnership application form. The main objective of the partnership is determined. This objective is associated with a specific added value that the partners seek to achieve through cooperation and partnership.

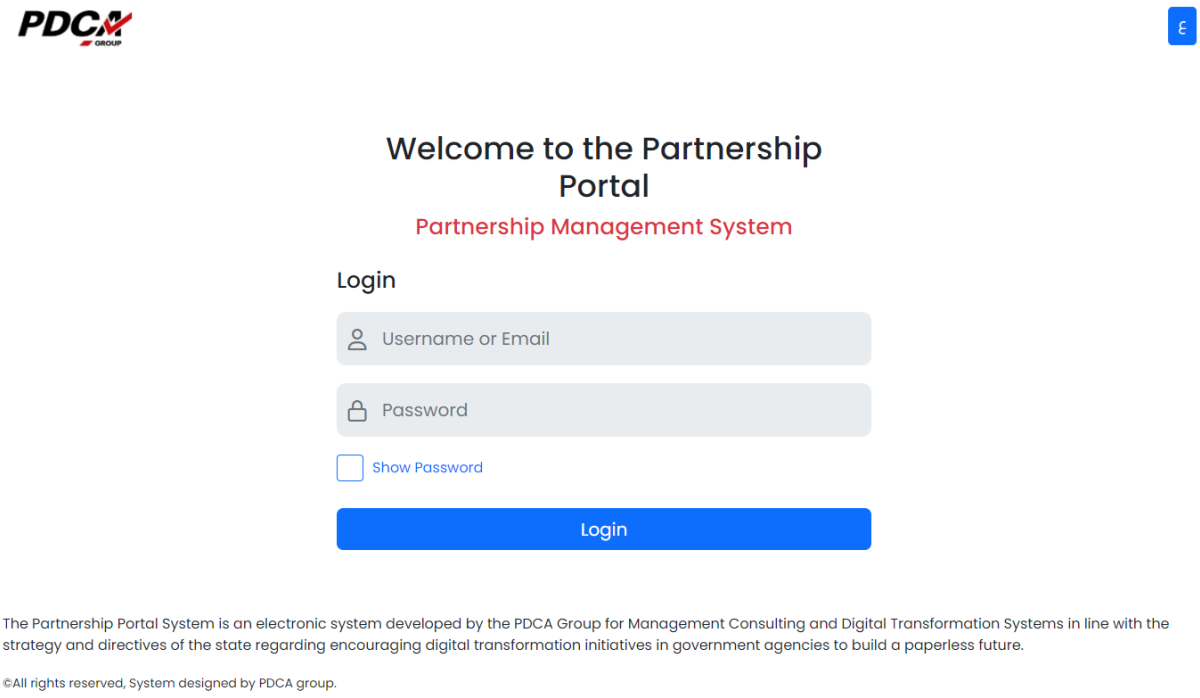
Partnership applications are reviewed and analyzed, and a decision is made to approve the partnership based on an analysis and evaluation conducted by the Partnerships and Legal Affairs Department, considering several factors such as alignment with objectives, responsibilities, terms, and potential risks.

5. System Contents & Modules

I. Main page and Login

The system's main page is divided into two main sections:

The first section of the page includes a brief overview and summary of the partnership management system, along with social media icons and communication options for customer support in case of any inquiries. This allows users to quickly access basic information and easily interact with the support team.



The login form to the system is displayed in the second section of the page. This form includes two fields for entering the **Username** and **Password** as well as a button to **show the password** and a **Forgot Password** button.

The external user logs in by entering their **Username** or **Email** and the **Password** that was provided when filling out the user information in the dedicated fields, then clicking the **Login** button to log in to the system.

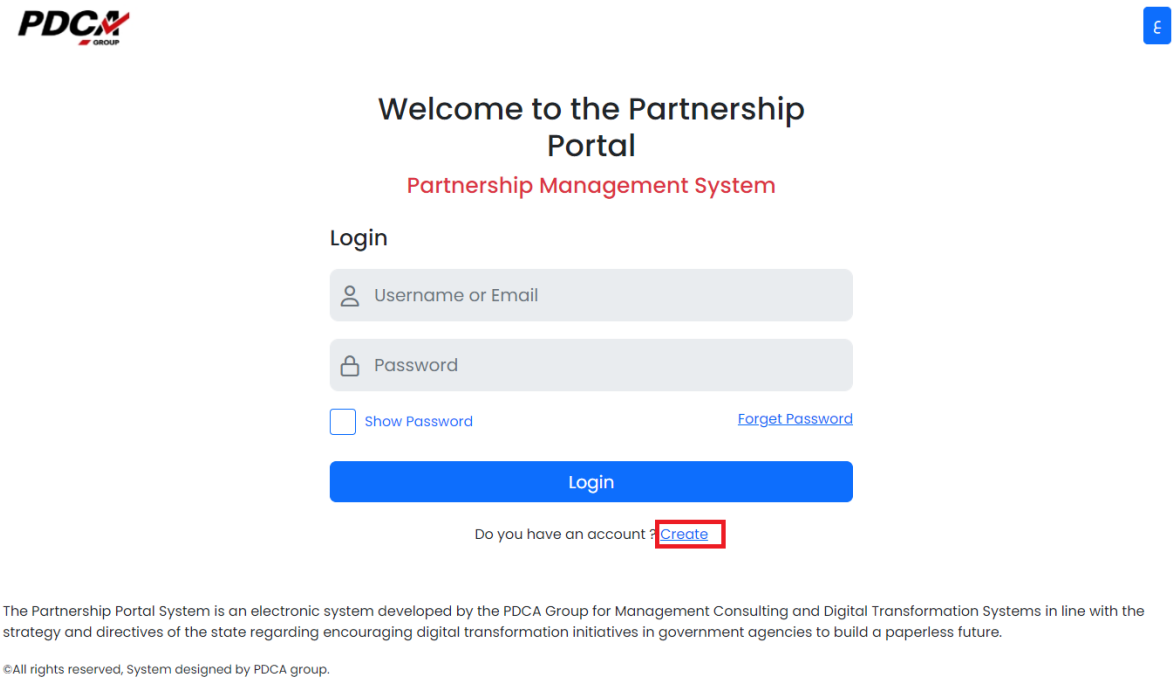
Upon successful login, the user is directed to the system's external pages, allowing easy and effective access to the system's functions and features.

We will review next how an external user can obtain an account to enable them to log in.

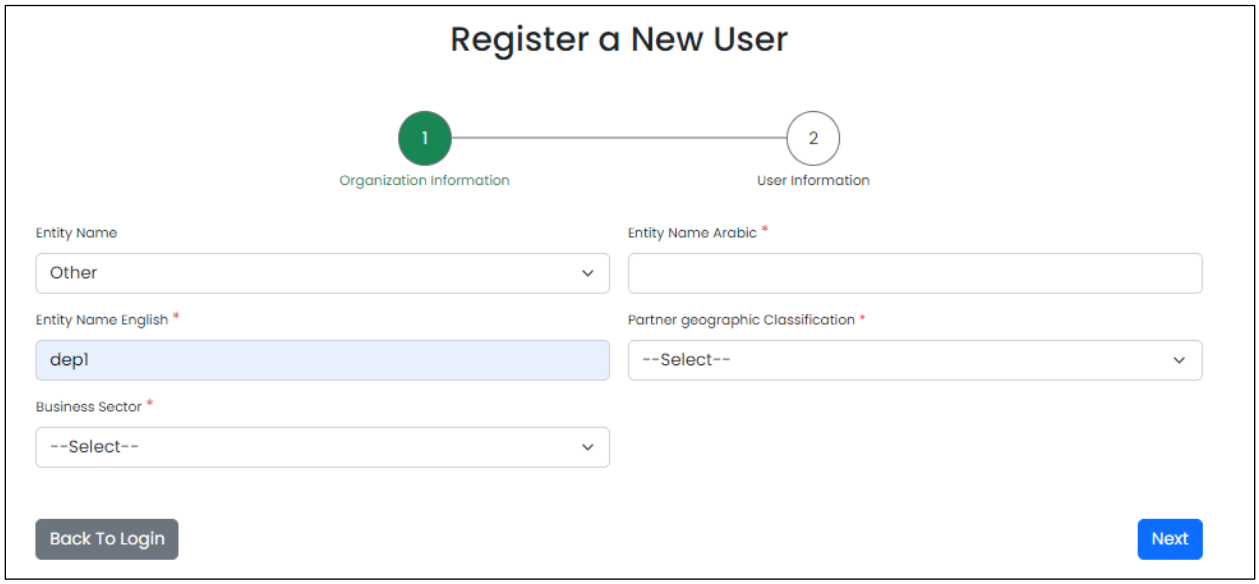
Create New Account

The partnership system allows the external user to create a new account in two ways:

1. **The external user creates a new account manually.** This is done through the new user registration page where the external user can register directly by entering their details by clicking the **Create** button on the login page.



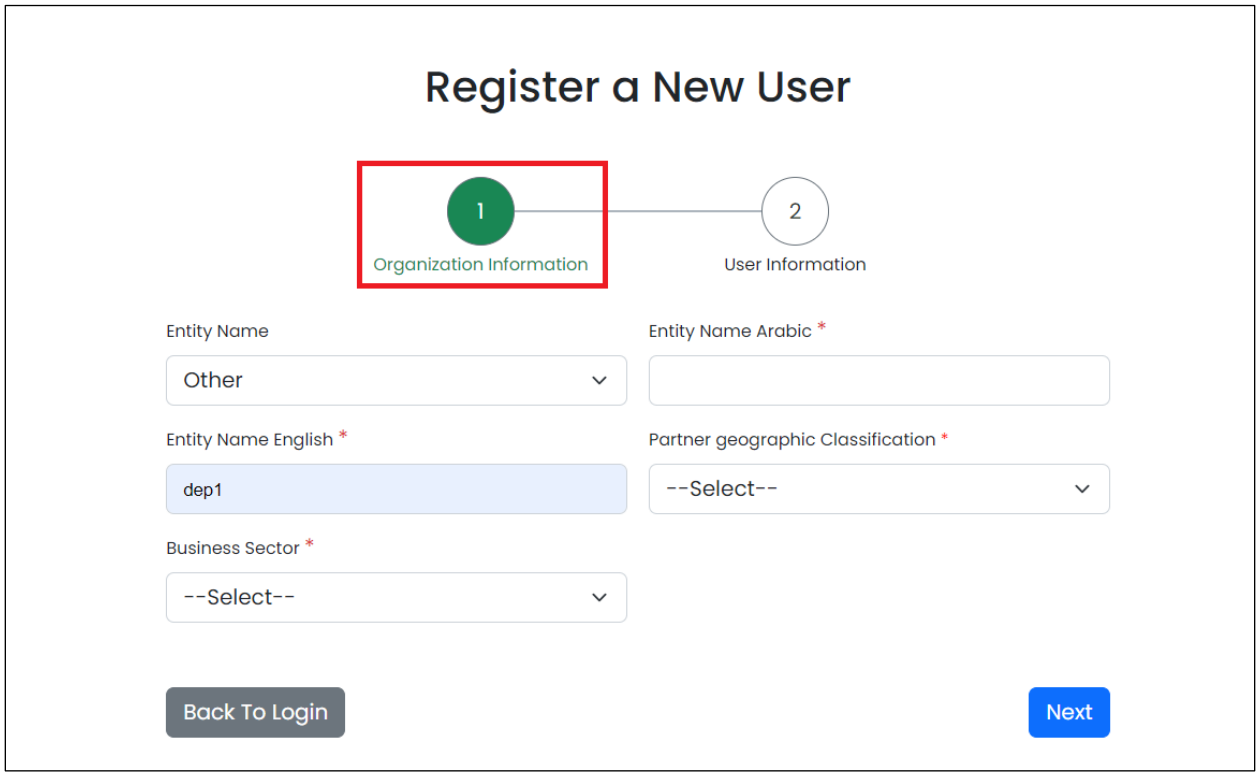
When the user clicks the **Create** button, the **Registration a New User** page will appear, containing the registration steps.



Manual Registration Steps

Step 1: Organization Information

In this step, a form is displayed to add the main information of the entity, where the user adds the data of the entity to which he is associated and determines the geographical classification and business sector.



The Organization Information step contains the following fields:

Entity Name field: A dropdown list for selecting the user's entity. It displays all the entities in the system.

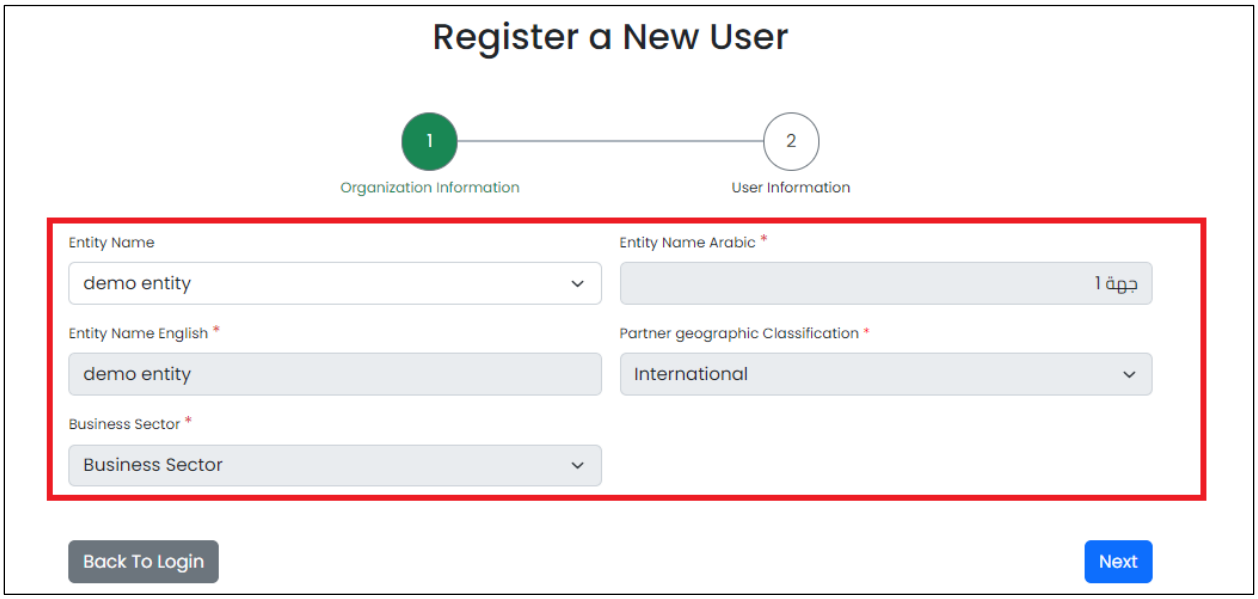
Entity Name Arabic field: A field for entering the name of the entity associated with the user in Arabic.

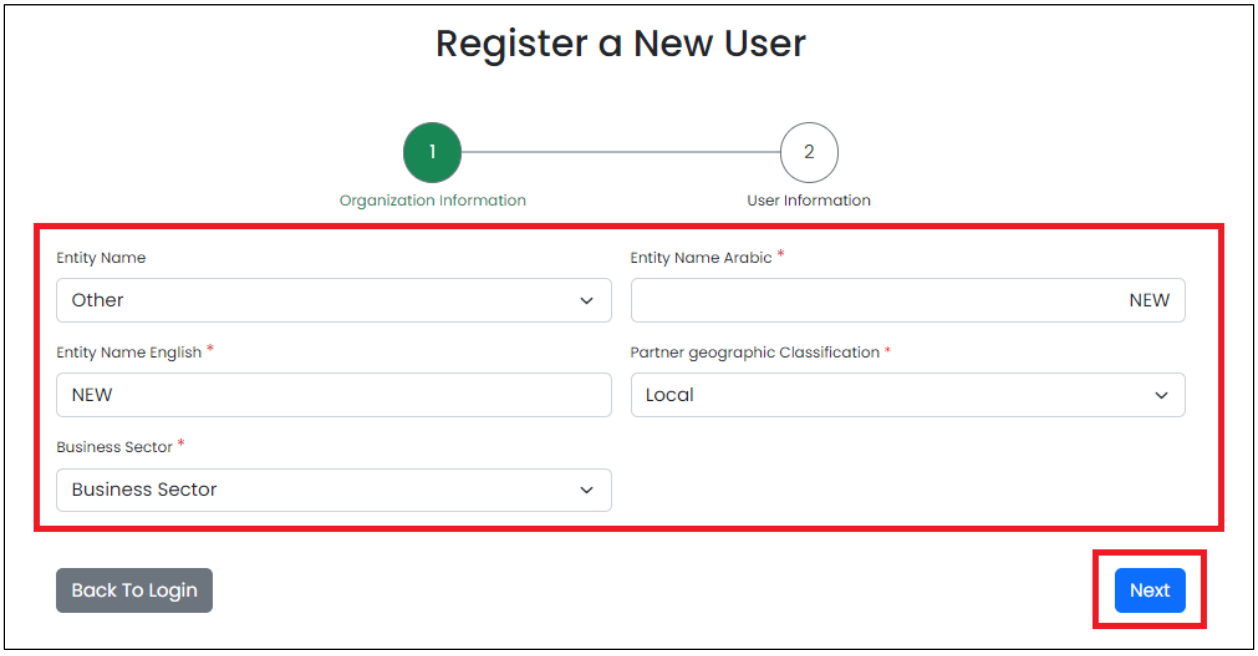
Entity Name English field: A field for entering the name of the entity associated with the user in English.

Business Sector field: A dropdown list for selecting the business sector of the entity.

Partner geographic Classification field: A dropdown list for selecting the Partner geographic Classification of the entity.

If the entity already exists in the system previously in the **Entity Name** dropdown list and it is selected, the entity's information will be reflected in the dedicated fields and will be read only. In case the entity does not exist, there is **other** option and the add fields will be available for the user to enter the entity's information.

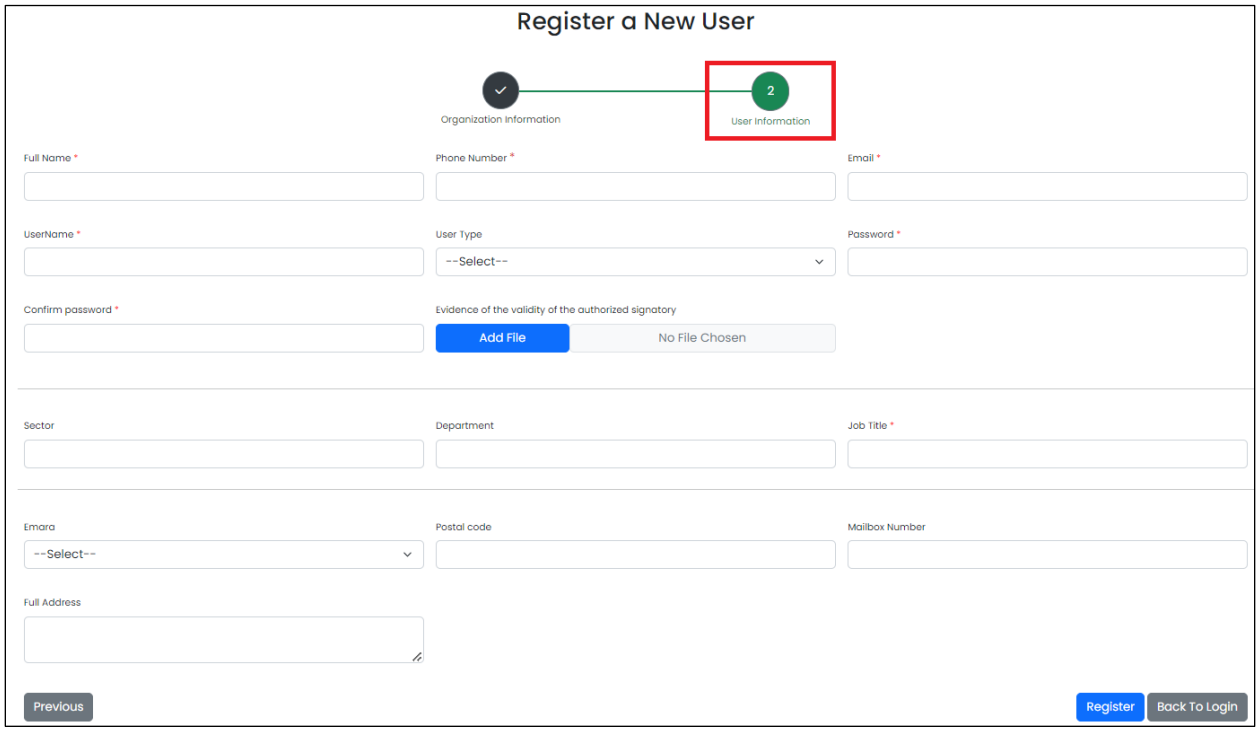




After selecting or adding the entity, the user can move to the next step (User Information) by clicking the **Next** button.

- ## Step 2: User Information

In this step, a form is displayed to add the main information about the user where the user adds his data.



The user information step contains the following mandatory fields:

Full Name field: A field for entering the user's full name. This name will be displayed and used on various system pages.

Phone Number Field: A field for entering the user's phone number.

Email field: A field for entering the user's e-mail address that will be used to receive tasks and notifications.

Username field: A field for entering the username which is the name that will be used to log on to the system.

User Type field: A dropdown list for selecting the user type either **Authorized to Sign** or **Partnership Coordinator.**

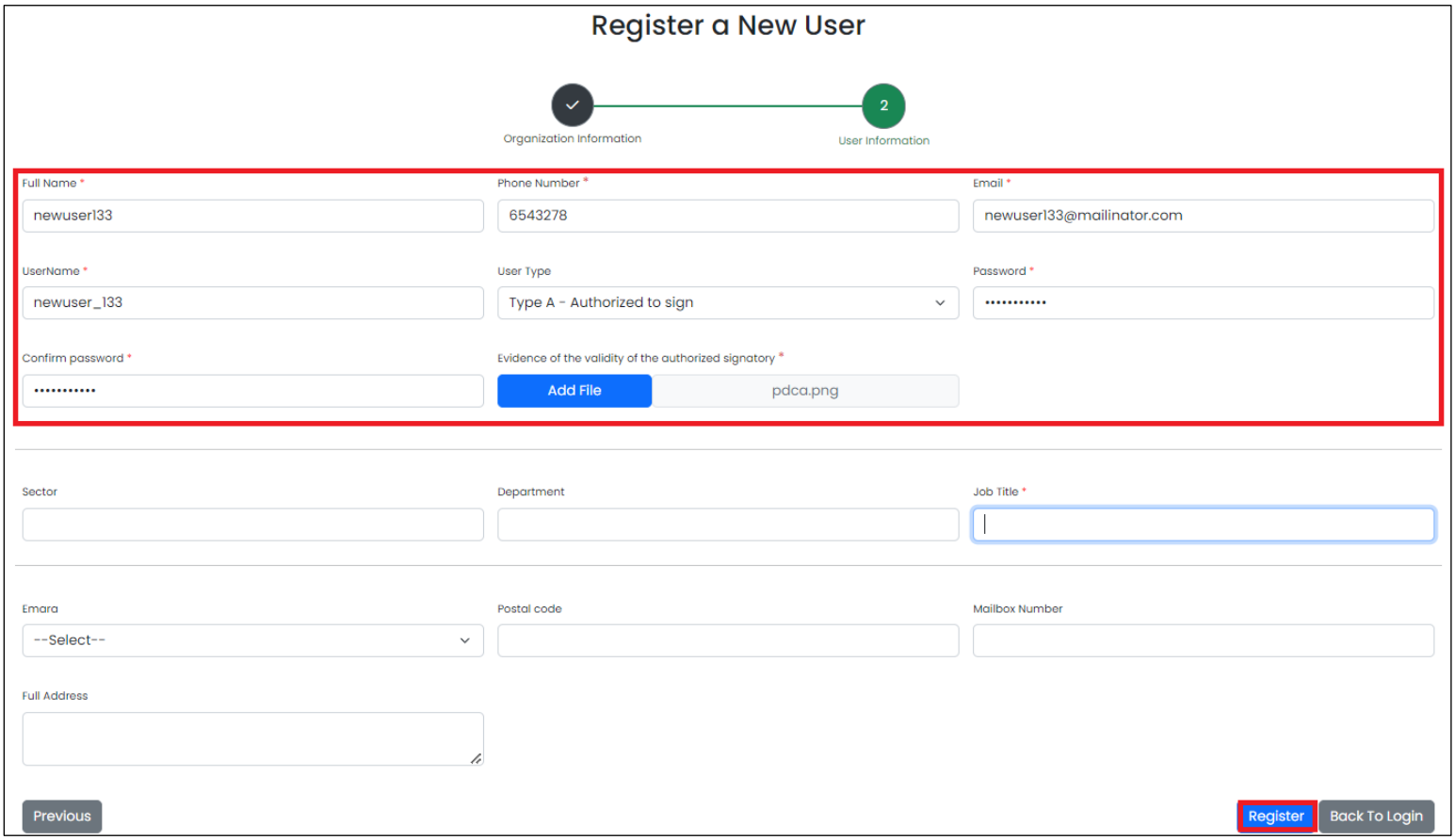
Password field: A field for entering the user's password.

Confirm Password field: A field that allows re-entering the password for confirmation.

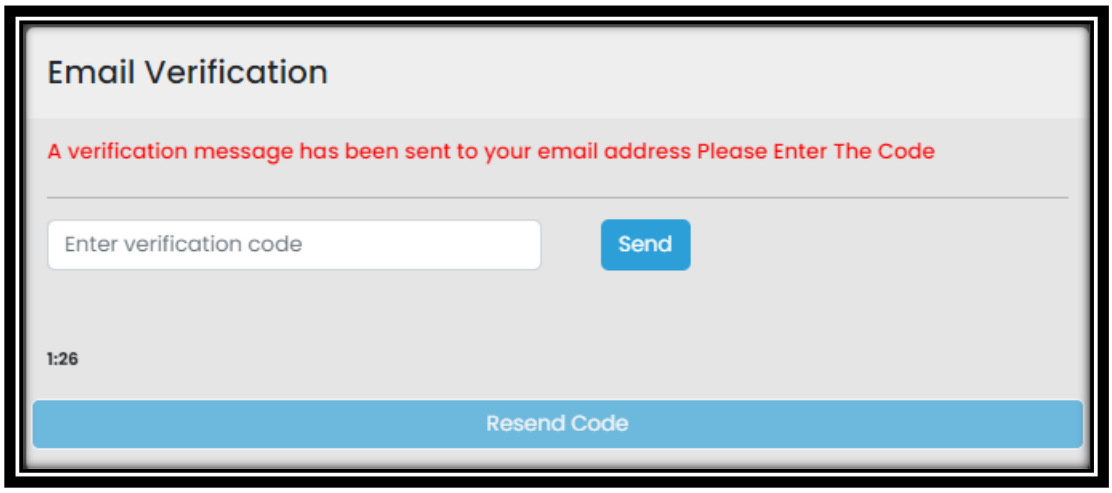
Evidence of the validity of the authorized signatory field: A field for attaching the document proving the validity of the Authorized Signatory.

Job Title field: A field for entering the user's Job Title.

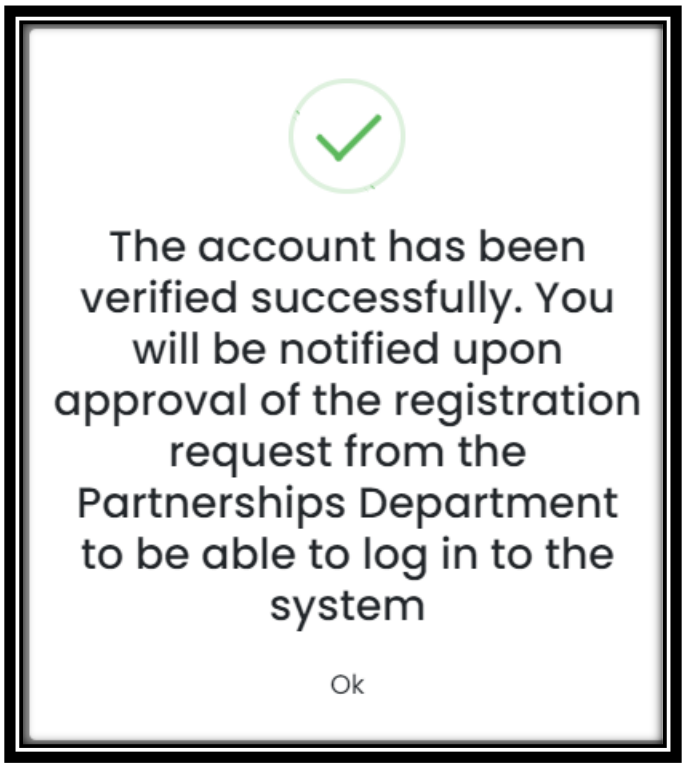
After filling in the mandatory fields, the user can register by clicking the **Register** button.



After filling in the user addition fields and clicking the **Register** button, a verification code will be sent to the user's email (the one used for registration) for them to enter in the verification popup.



After entering the verification code, the user's account gets activated, and a request is automatically submitted to the Partnership Management department to approve the user's account. Until this step, the user cannot log into the system until their registration request is reviewed and approved by the Partnerships department.



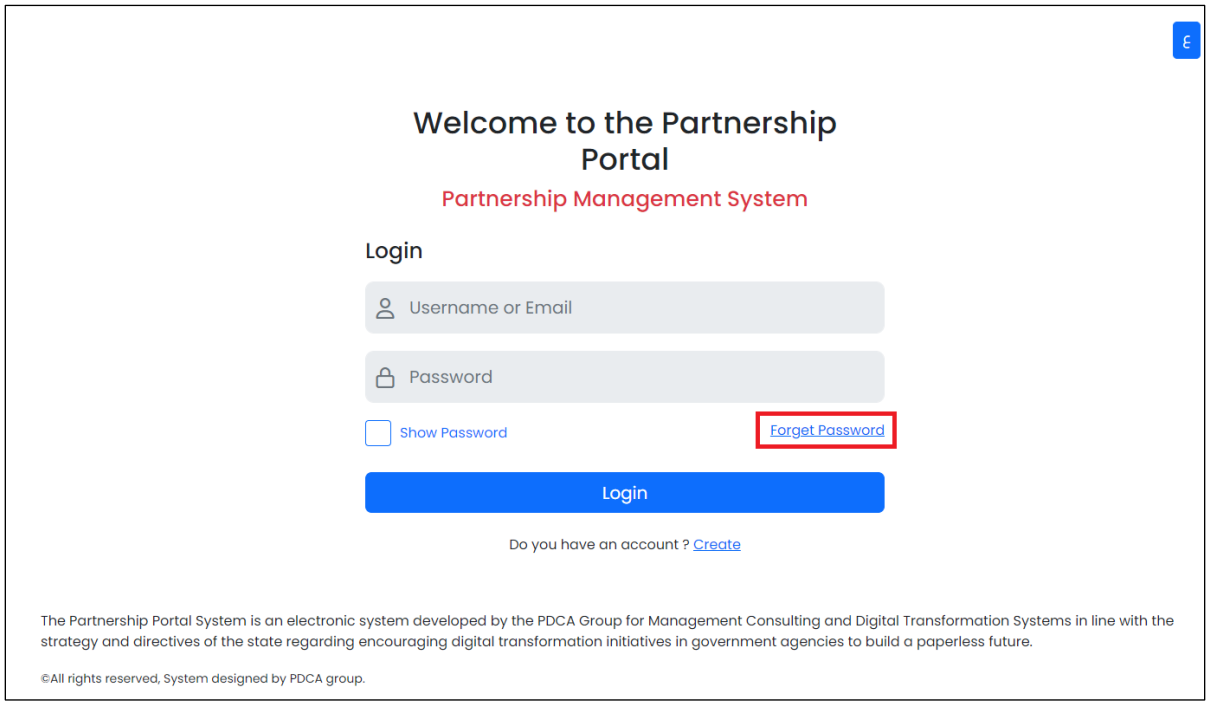
An internal Partnerships department coordinator reviews the new user's request, and it is either approved or rejected. In both cases, an email is sent to the external user informing them of the result:

- **In case of rejection,** they are informed of the result and of the need to contact the client to find out the rejection reasons.
- **In case of approval,** the new user is welcomed with a login link to the system, then they can log into the system.

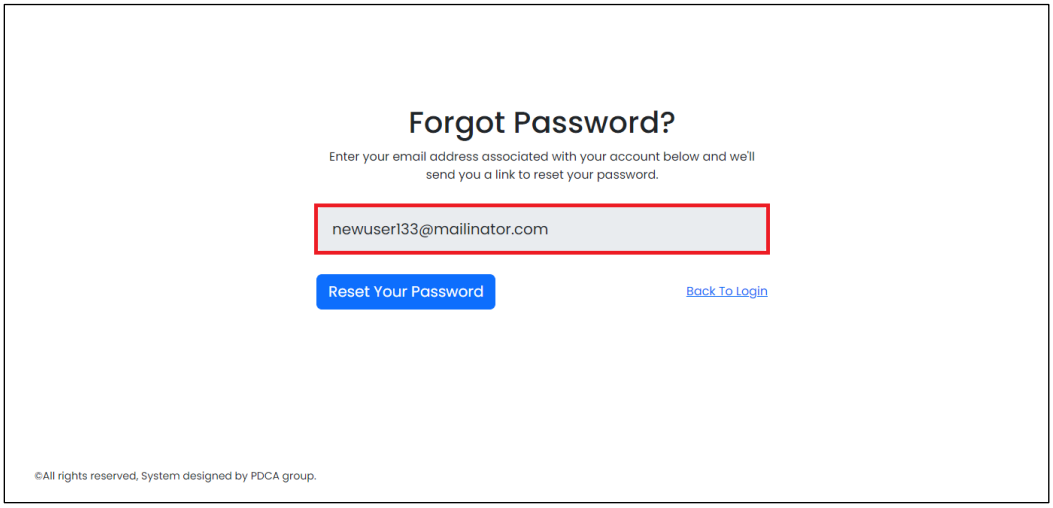
2. **The internal users within the client can create an account for the external user.** This is done through the **User Related with Partner** page for internal users. An email will be sent to the external user notifying them, containing a link for the user to complete the registration process by entering their details, so their account gets activated, and they can log in to the system.

Forgot Password?

In case of forgetting the password, a **Forgot Password?** page has been dedicated to external users only and can be accessed by clicking the **Forgot Password** button available on the login page.



When the user clicks the **Forgot Password** button, the **Forgot Password?** page for the user will appear, containing an **Email** field. After entering the user's email address and clicking the **Reset Your Password** button, a link to reset it will be sent to the added email address.

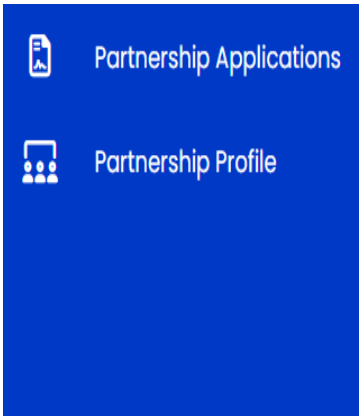


II. Main menus

The main menus in the Partnership Management System are vital tools that supply an easy-to-use interface and connect all system pages. These menus enable the user to review and smoothly transition between the different system pages that the user must follow up on to operate and manage their role in the system.

Thanks to their well-organized design and structure, the main menus contribute to improving the user experience and enhancing efficiency in using the system. The menus have been logically arranged to reflect the order of the main sections and tasks in the system, making it easy for the user to find quickly and effectively what they need.

contains several sub-menus that enable the user to create a new request, follow up on incomplete requests, and view all requests submitted by the user for follow-up.



Main Menu	Description
Partnership Applications	It contains several sub-menus that allow the user to create a new application, follow up incomplete applications, and view all applications submitted by the user for follow-up.
Partnership Profile	A menu to Allow the user to view current partnerships and manage them, and view terminated partnerships

Actions in the main menu bar:

The upper bar has buttons:

- **System language**, a button to change the language between Arabic and English.
- **User account:**

When clicking on the **User account,** a menu appears having the following buttons:

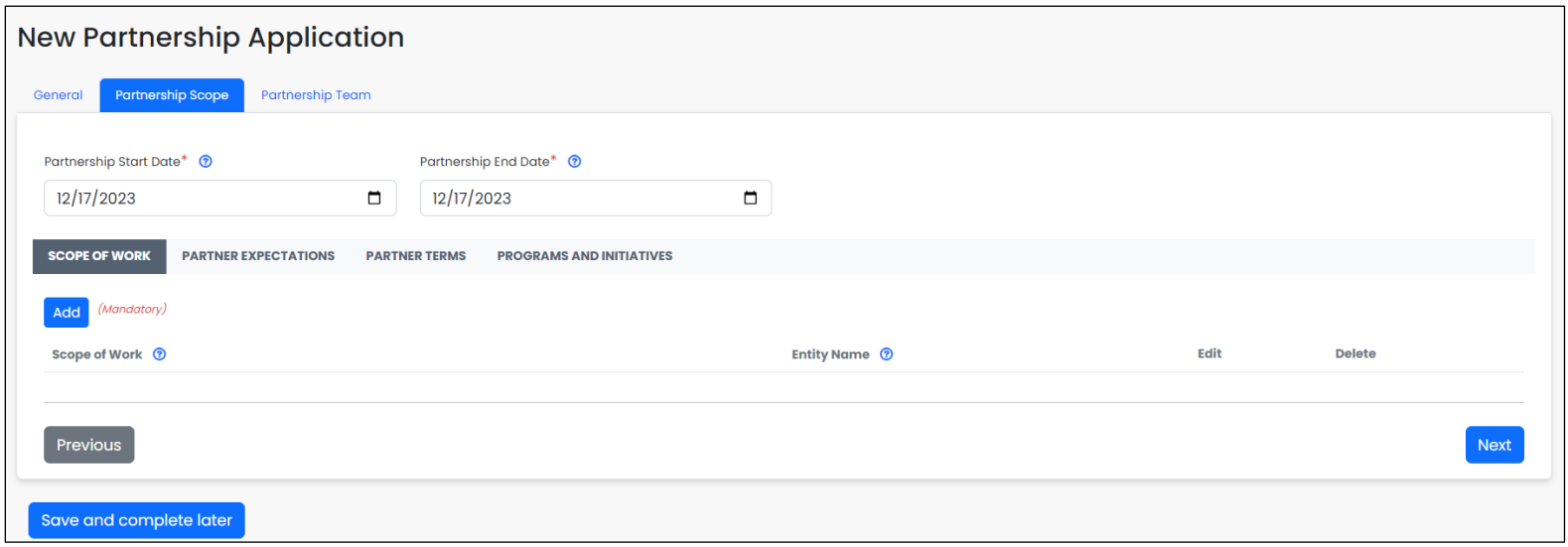
- **Username**: a button to direct the user to the **user profile** page.
- **Logout**: a button to log out of the system.

6. Partnership Application (Partnership Application Form)

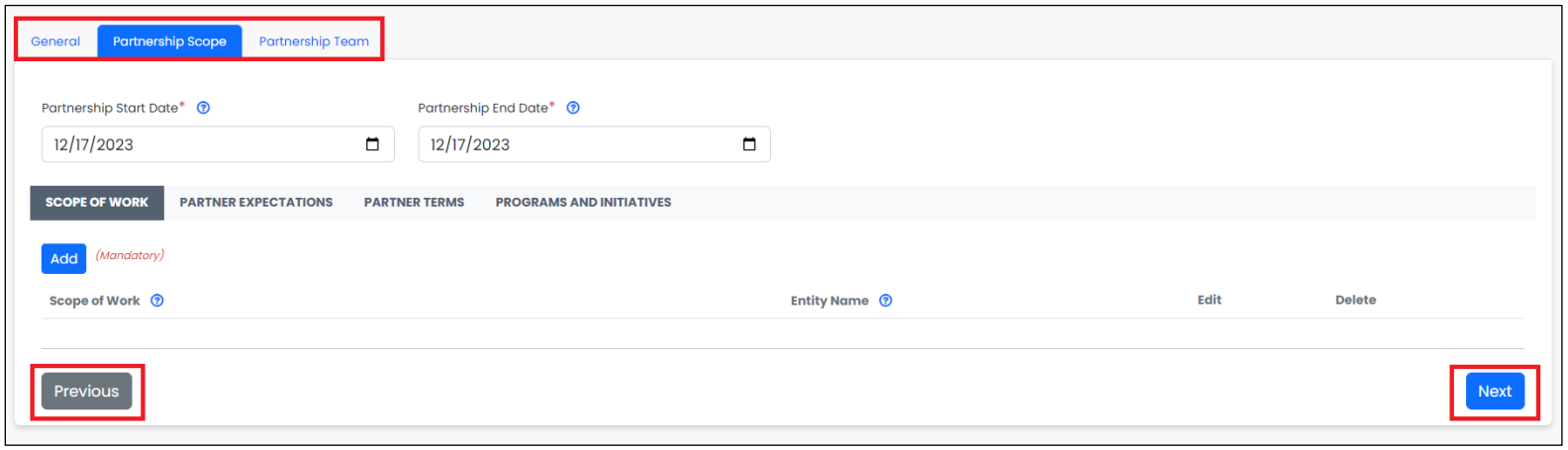
A partnership Application is an important process within the partnership management system. The partnership Application defines the mutual objectives and expected benefits of the partnership, in addition to clarifying the expected roles and responsibilities of each party. The system allows external users to log in with their accounts and submit a partnership application.

The **New Partnership Application** page specific to the external user can be accessed by clicking on the **Partnership Application** menu in the main menu, and then selecting the **New Application** sub-menu.

The **New Partnership Application** page contains the **Partnership Application Form** to fill in the partnership data.



The Partnership Application form is divided into several tabs to facilitate input and follow-up processes. Users can switch between the tabs by either clicking directly on the tab name or using the **Next** and **Previous** buttons located in each tab.

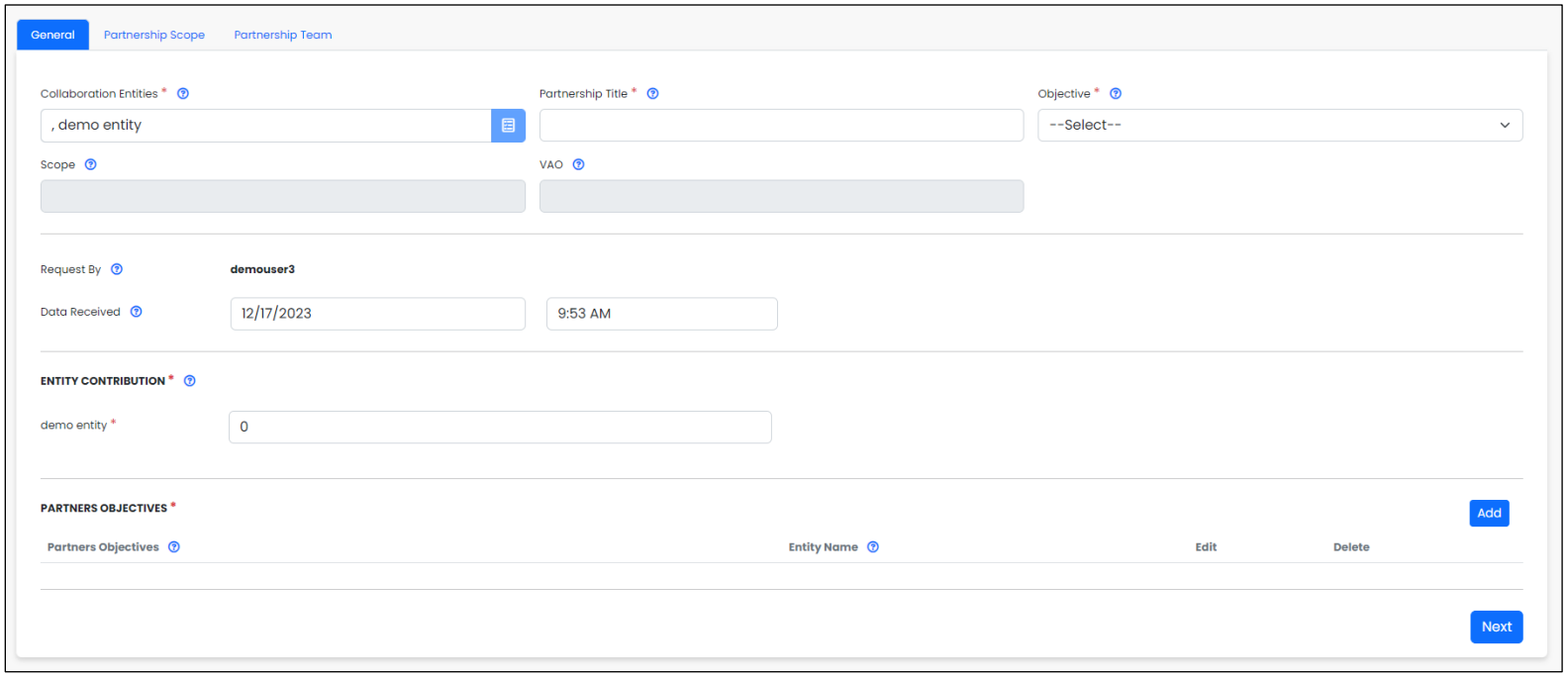


Partnership Application tabs details.

The Partnership Application form has been divided into three main tabs, and I will provide a detailed explanation of each tab.

- ### General tab

The **General** tab displays a form to add the main information for the partnership Application, such as the Partnership Title, and defining the main objective of the partnership.



The General tab includes the following:

Partnership Title field: A field for entering the desired title of the partnership to be established. The partnership title must be unique as duplication is not allowed by the system.

Objective field: A dropdown list for selecting the main objective of the partnership. It displays all the approved objectives in the system.

VAO Field: A read-only field that automatically displays the added value associated with the selected objective.

Scope Field: A read-only field that automatically displays the Scope associated with the selected objective.

Requested By Field: A read-only field that displays the name of the Initiator.

Data Received Field: A read-only field that displays the request submission date.

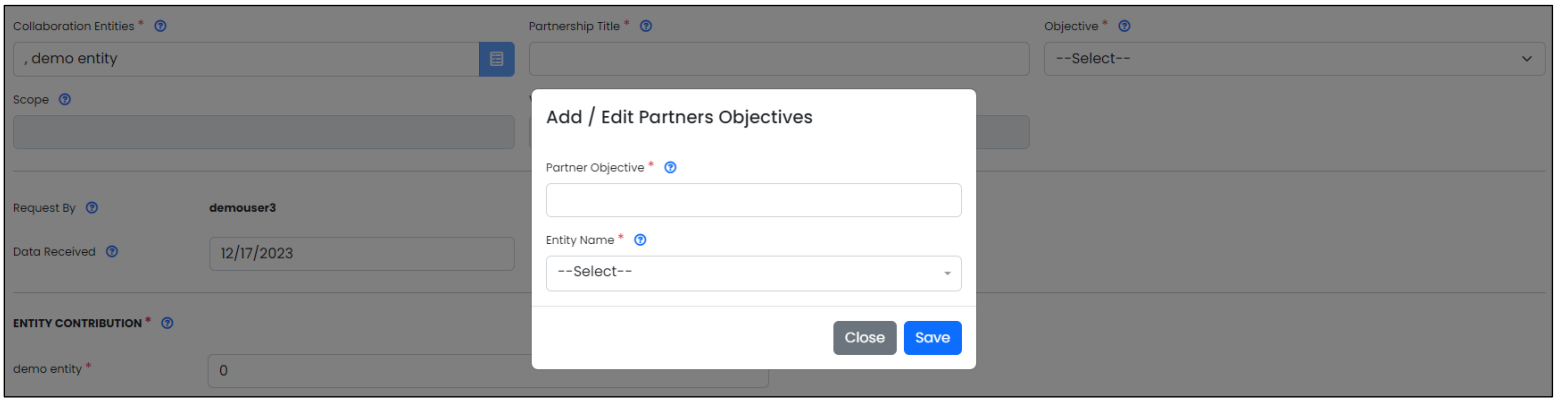
Collaboration Entities Field: A read-only field that displays the entity associated with the external user.

Entity Contribution Section: A field that allows entering the entity's percentage contribution to achieve the objective. Only natural numbers between 0-100 can be used.

Partner Objectives Section: In this section, the system provides the ability to add and manage entity objectives desired to be achieved from the partnership. It also allows editing or deleting objectives as needed.

To easily add the entity objectives, the section contains a distinctive button titled **Add**.

When clicking the **Add** button, a new popup will appear, opening a form for adding the entity Objectives.



The **Add Partner Objective** popup includes the following fields:

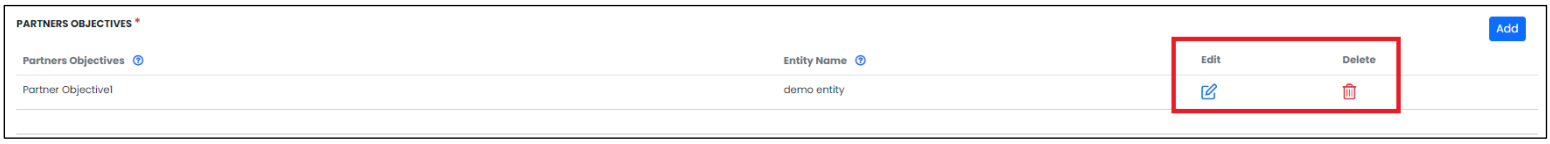
Partner Objective field: A field for entering the name of the desired Partner Objective to be achieved.

Entity Name field: A dropdown list for selecting the entity associated with the objective and containing only the entity of the user.

Notes for the Add Partner objective popup:

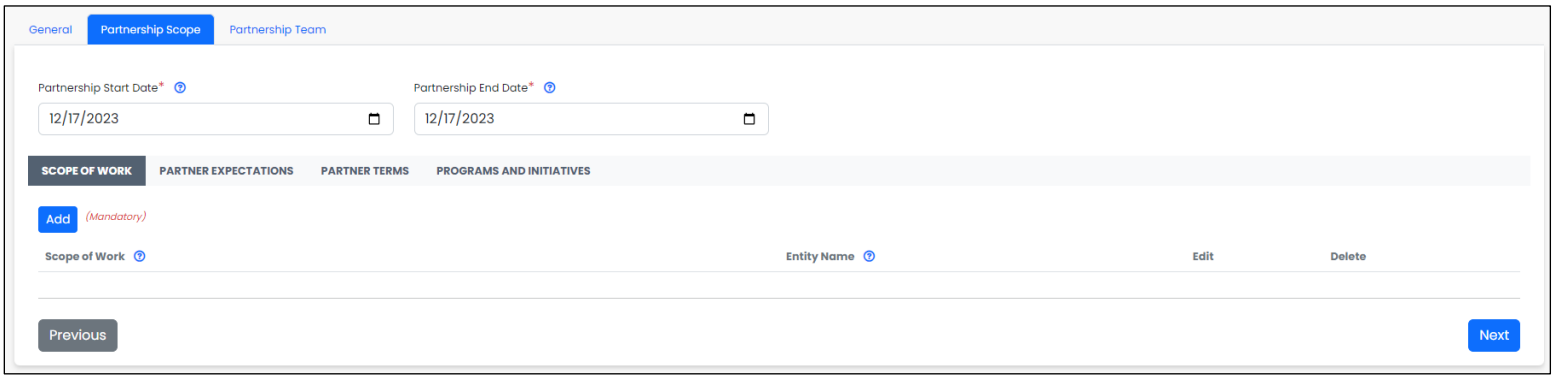
- All fields are mandatory.
- The system prevents adding duplicate objectives.
- At least one objective must be added to the entity.

After filling in the data in the Partner objective addition fields, and clicking the **Save** button, the objective will appear in the objectives table available on the tab with the ability to **Edit** and **Delete**.



Partnership Scope tab

The **Partnership Scope** tab displays a form to add the main information specific to the partner (entity), including the scope of work, the partner's responsibilities, the partner's terms, and joint program and initiatives.

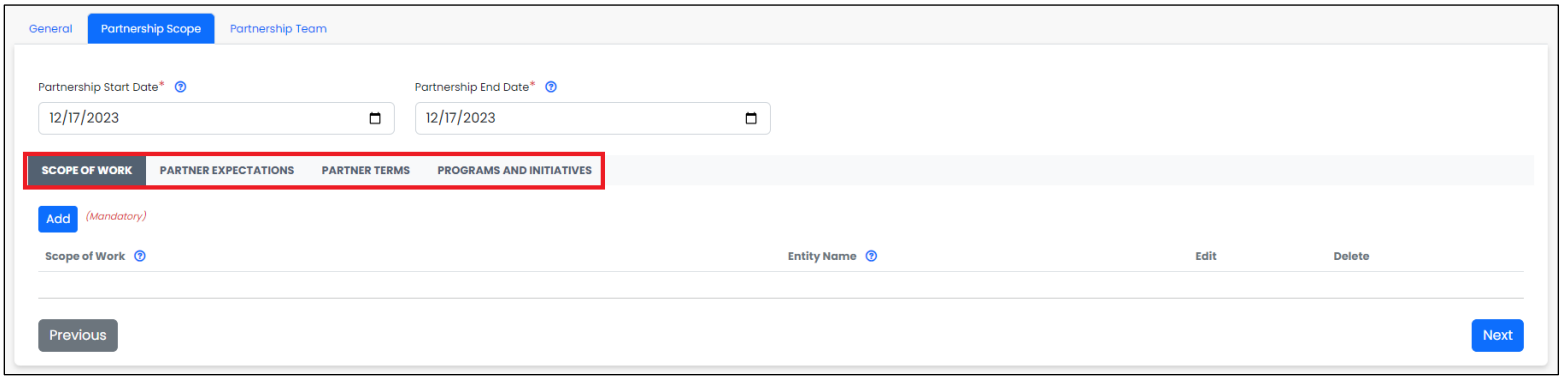


The Partnership Scope tab includes the following:

Partnership Start Date: A field to specify the partnership start date.

Partnership End Date Field: A field to specify the partnership end date, whereby the system prevents the end date from being earlier than the start date.

Partnership Scope Sub-tabs: In this section, the Partnership Scope tab has been divided into sub-tabs to facilitate input and make the application more flexible and effective.



Partnership Scope Sub-tabs:

Scope of Work Tab: In this tab, the system provides the ability to add and manage the scope of work in the partnership easily and effectively. It also allows editing or deleting the scope of work as needed.

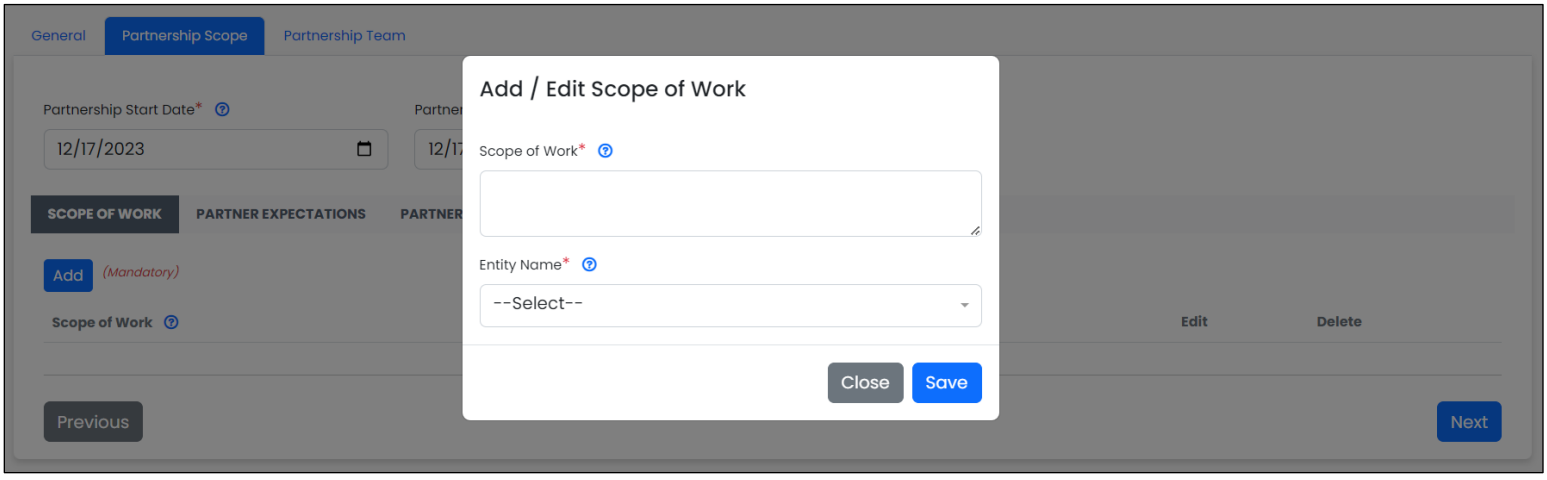
Partner Responsibilities Tab: In this tab, the system provides the ability to add and manage the partner's responsibilities easily and effectively. It also allows editing or deleting as needed.

Partner Terms Tab: In this tab, the system provides the ability to add and manage the partnership terms from the partner's side easily and effectively. It also allows editing or deleting terms as needed.

Program and Initiatives Tab: In this tab, the system provides the ability to add and manage the Program and Initiatives in the partnership easily and effectively It also allows editing, or deleting, Program and Initiatives as needed.

Each sub-tab contains a distinctive button titled **Add**.

When clicking the **Add** button, a new popup will appear, opening the addition form.



The **Addition** popup includes the following fields:

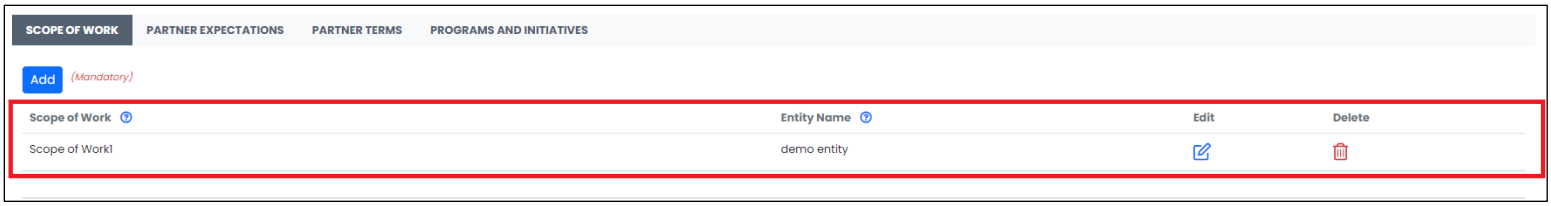
Element field: A field for entering the required element according to each tab.

Entity Name field: A dropdown list for selecting the entity associated with the element and containing only the entity of the user.

Notes for the Addition popup:

- All fields are mandatory.
- The system prevents duplicating the element for an entity.
- At least one element must be added to the entity.

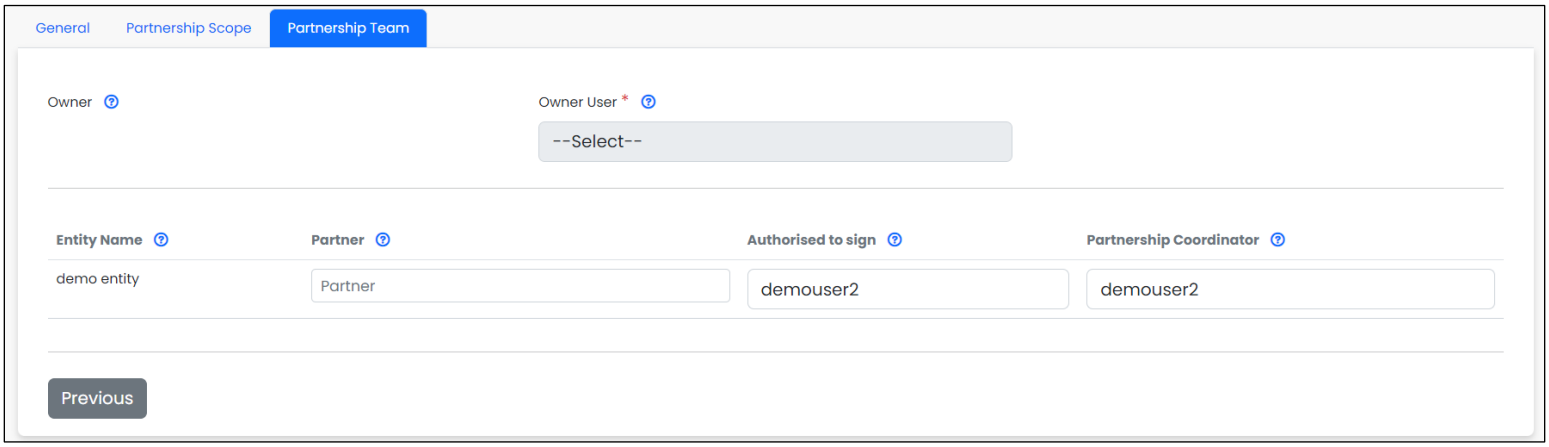
After filling in the data, and clicking the **Save** button, the element will appear in the available table in each tab, with the ability to **Edit** and **Delete**.



Note: To submit the partnership application, at least one element must be entered in each of the tabs.

Partnership Team tab

The **Partnership Team** tab displays a form to add the partnership team (coordinators from both the client and entity) for the partnership application.



The Partnership Team tab includes the following:

Owner Field: A read-only field that automatically displays the owner department associated with the selected objective.

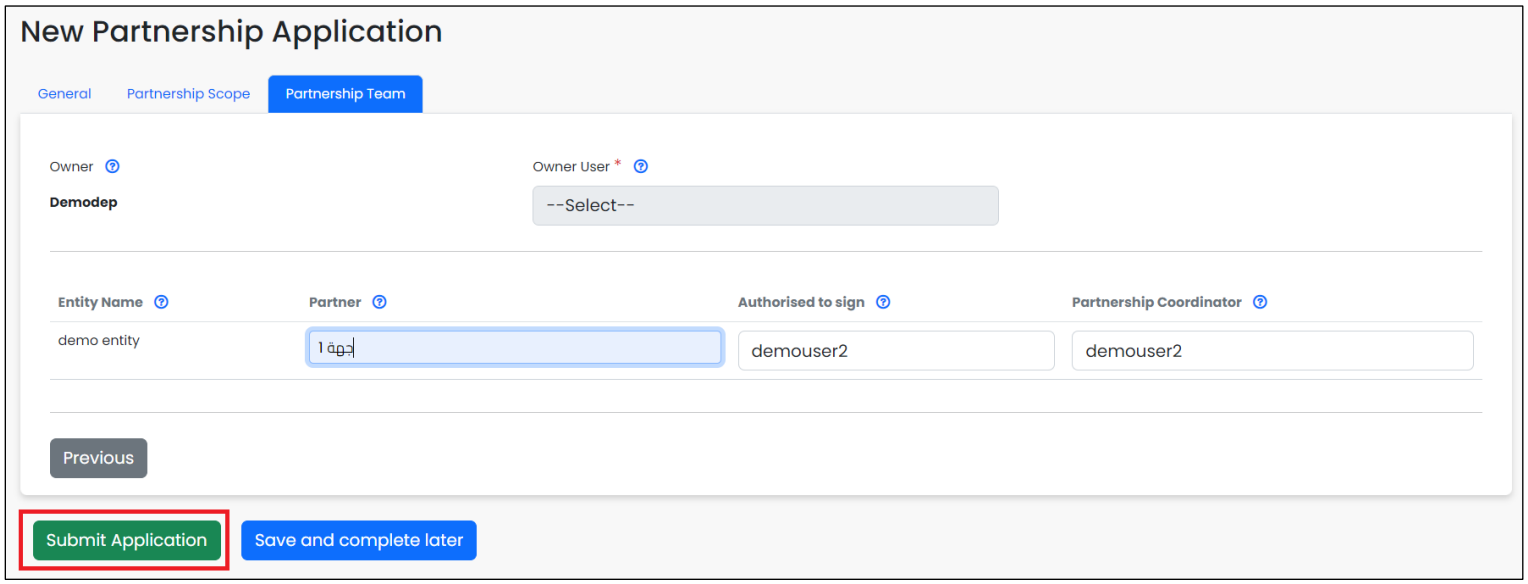
Entity Name Field: A read-only field that automatically displays the name of the entity associated with the user.

Partner Field: A field for entering the partner's name for the entity.

Authorized to Sign Field: A dropdown list for selecting the entity user authorized to sign, who is the coordinator from the entity side. The list displays all approved users of the entity of the **Authorized to Sign** type.

Partnership Coordinator Field: A dropdown list for selecting the entity user who is the coordinator from the entity side. The list displays all approved users of the entity of both the **Authorized to Sign** and **Partnership Coordinator** types.

After completing filling out all mandatory application data, a **Submit Application** button appears at the bottom of the page.



When clicking the **Submit Application** button, the application will be sent to the owner department users to complete the application and the application will be saved in the **Draft Applications** tab available in the **My Application** menu, which will be reviewed in detail.

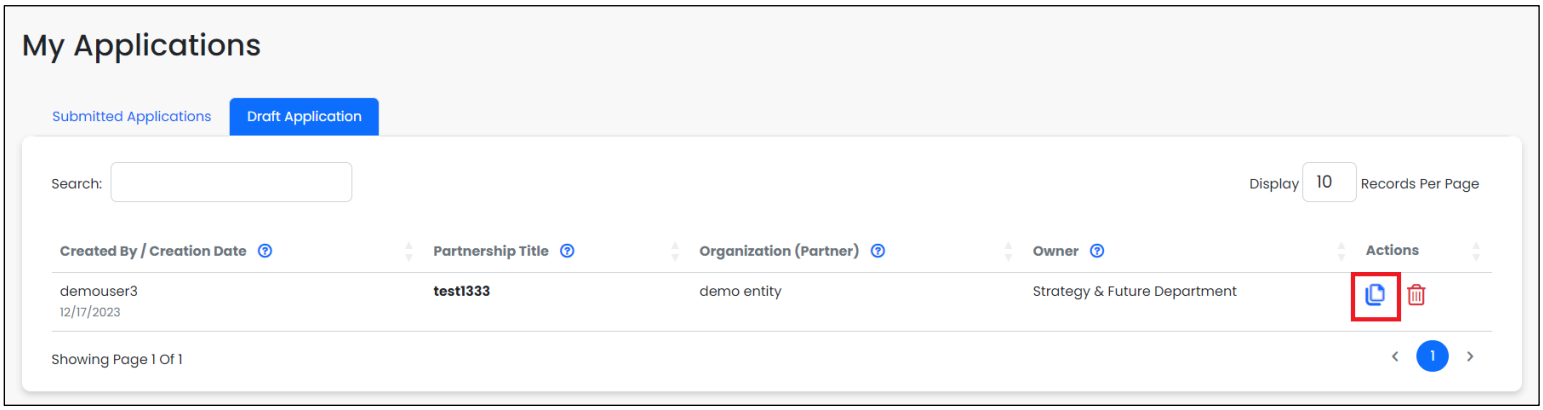
The Partnership Application Form page provides an important set of features, which are:

- **Ease of Submitting Partnership Applications:** The system allows all external users to submit partnership Applications easily without complications.
- **Save and Complete Later** Feature: The system provides a **temporary save** feature for the partnership application for the user in case they want to return later to complete the application.

Using this feature by clicking the **Save and Complete Later** button, the partnership application will be saved in the **Draft Application** tab available in the **My Applications** menu.

Note: To use this feature, the user must fill in the following fields: entering the partnership title, selecting the main objective of the partnership, and adding contribution percentages for the entity.

The Initiator can access the partnership application to complete filling out the partnership application form and submit it at any time by selecting the **Draft Application** tab from the **My Applications** menu, then clicking the **Completion** button in the Actions column to complete filling out the partnership application form and submitting it.



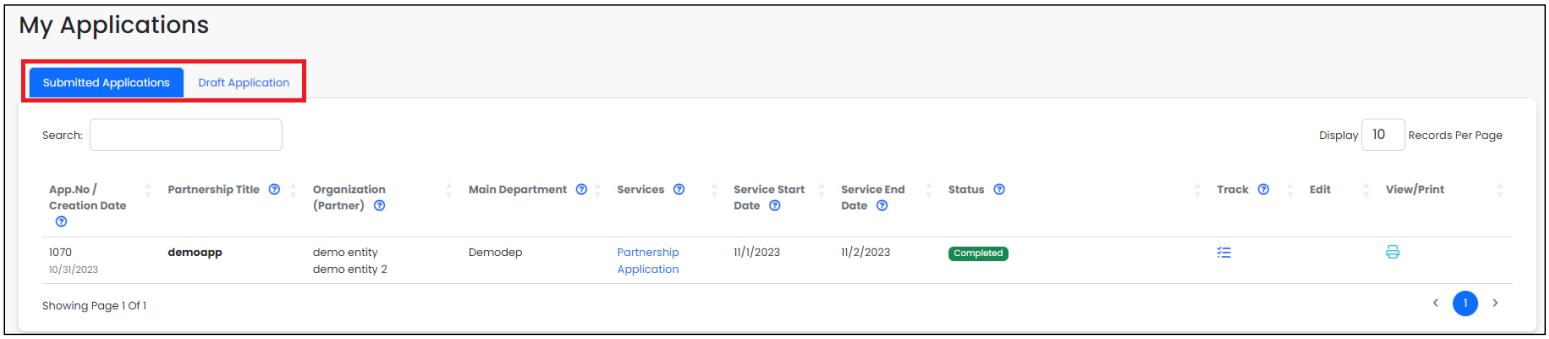
7. My Applications

The **My Applications** page displays the applications associated with the user, whether these applications were submitted by the user or the user's entity was the partnership entity for this application.

The **My Applications** page specific to the external user can be accessed by clicking on the **Partnership Applications** menu in the main menu, and then selecting the **My Applications** sub-menu.

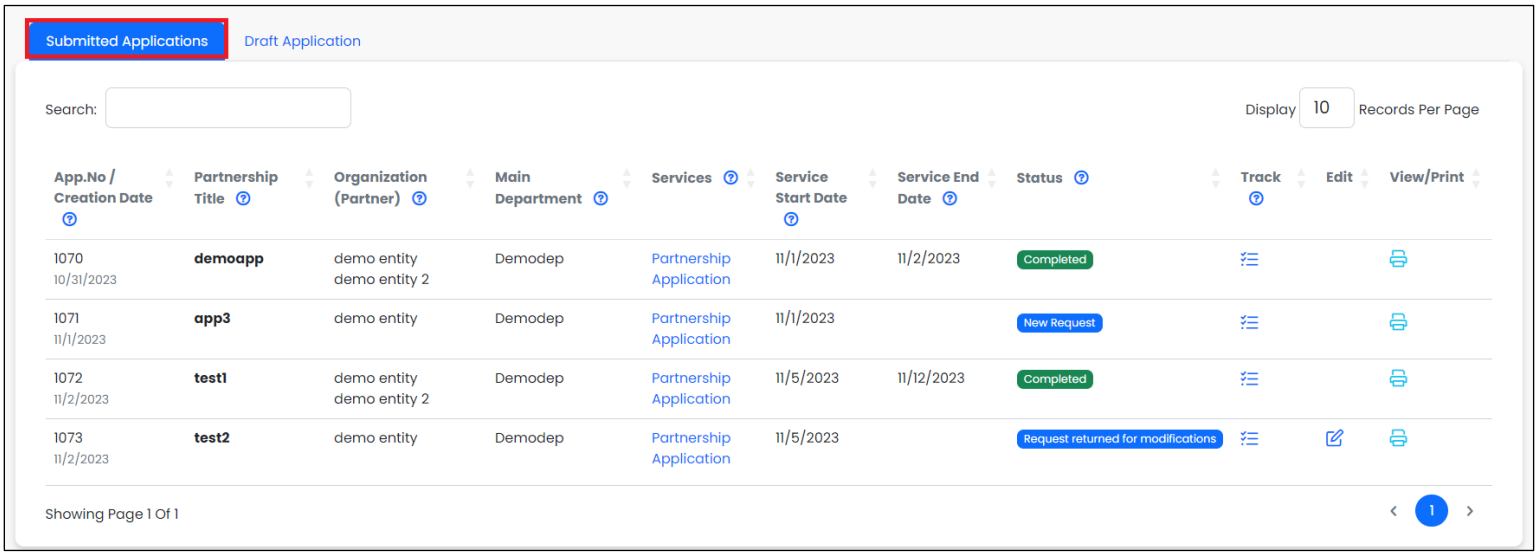
The **My Applications** page is divided into two main tabs, to provide specific functions to facilitate managing applications and enhance efficiency.

- The first tab is the **Submitted Applications** tab.
- The second tab is the **Draft Application** tab.

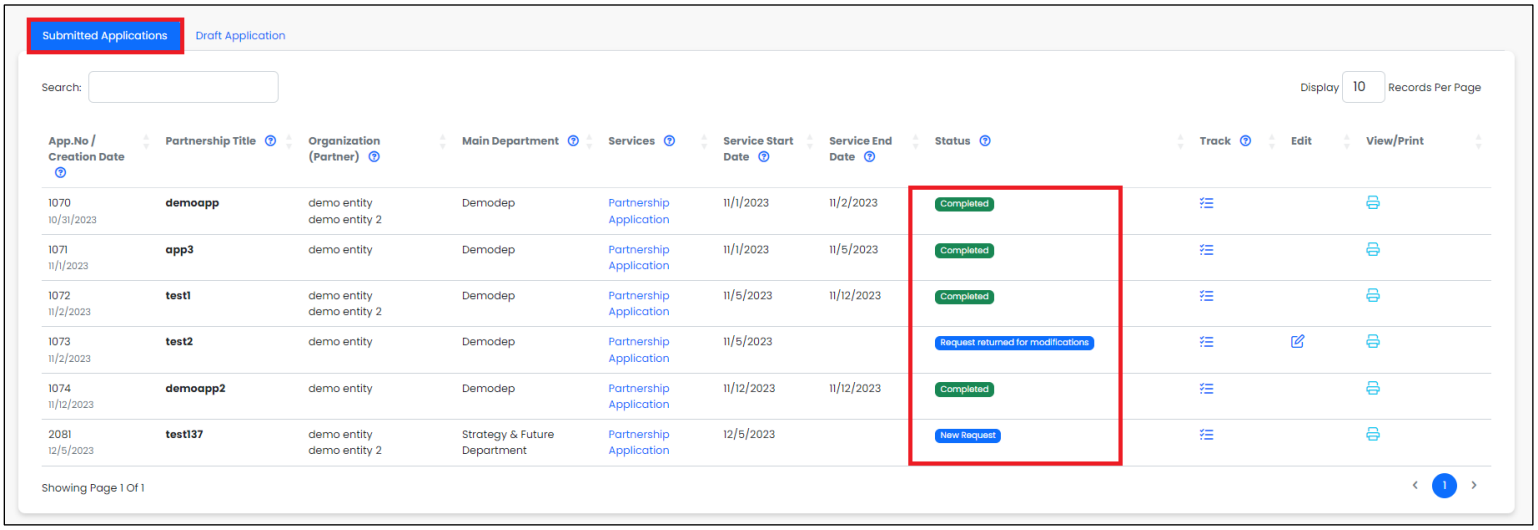


I. Submitted Application tab.

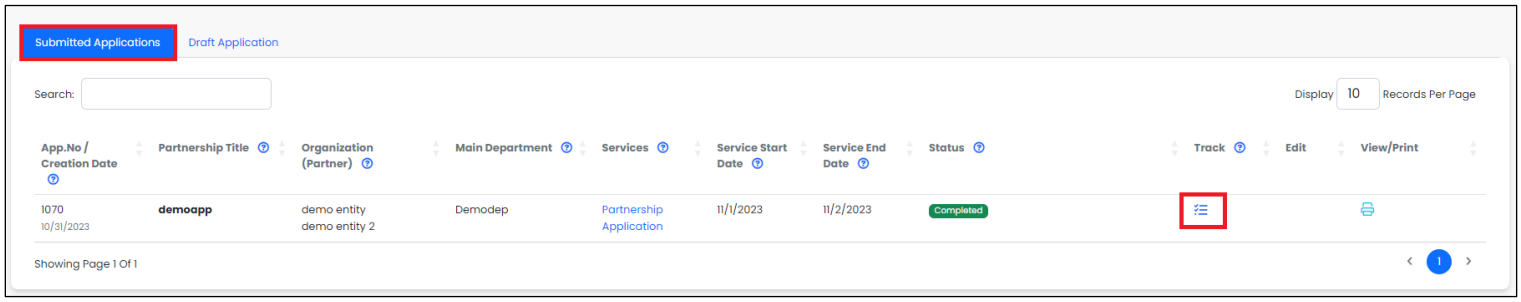
In this tab, the system provides the ability to review the completed partnership applications associated with the user, whether these applications were submitted by the user or the user's entity was the partnership entity for this application.

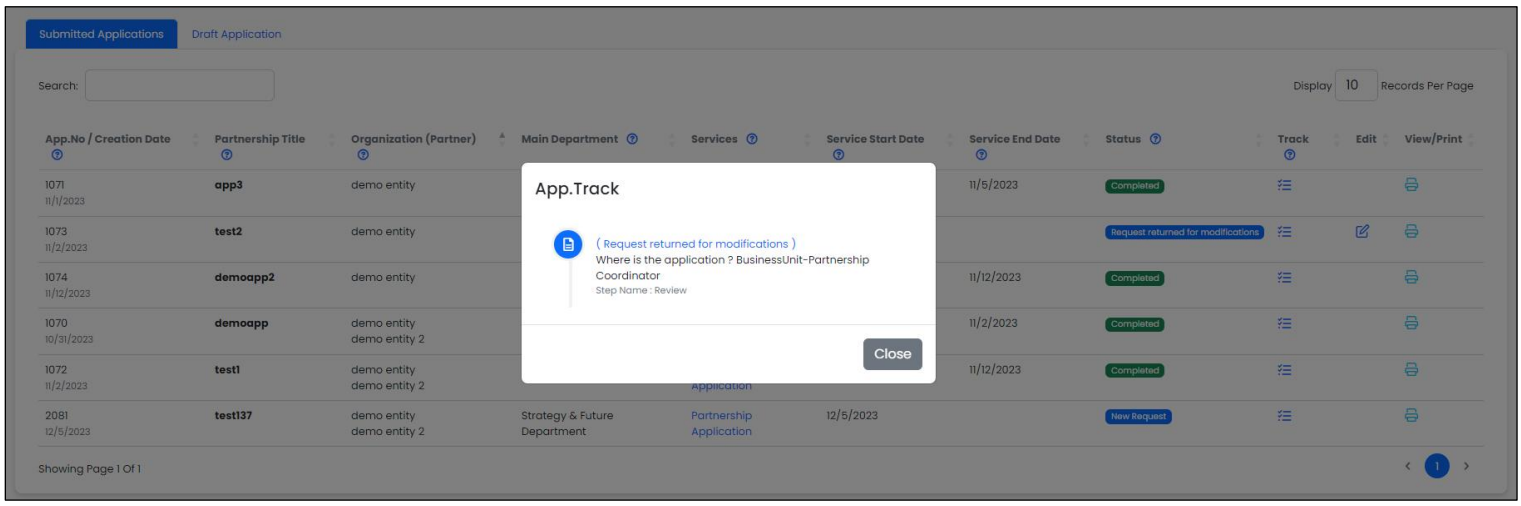


The tab displays a table containing information on the partnership applications added to the system, showing **the partnership title, organization (partner), main department, and application status.**



The user can track the partnership application process (where is the application? Step Name? Who are the users responsible for execution at this step?) by clicking on the **App. Track** button is available in the Track column.

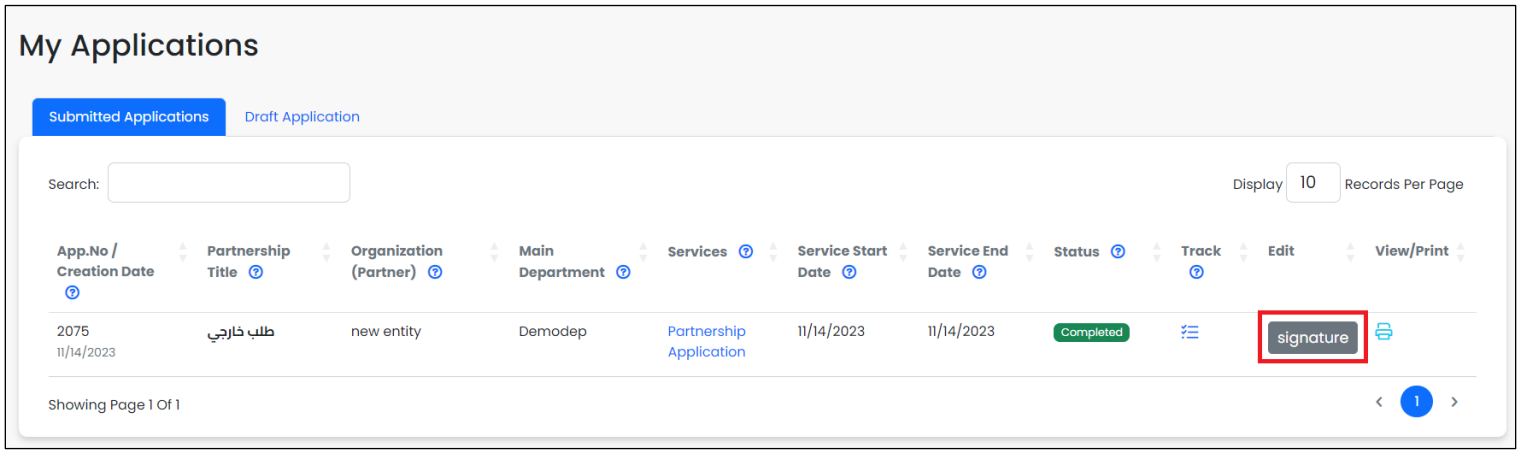




The user can execute the tasks assigned to them through the button that appears in the Edit column, and the button differs according to the task assigned to the user. After executing the task, the button disappears from the column.

The tasks assigned to the external user on the My Applications page – Submitted Applications tab is:

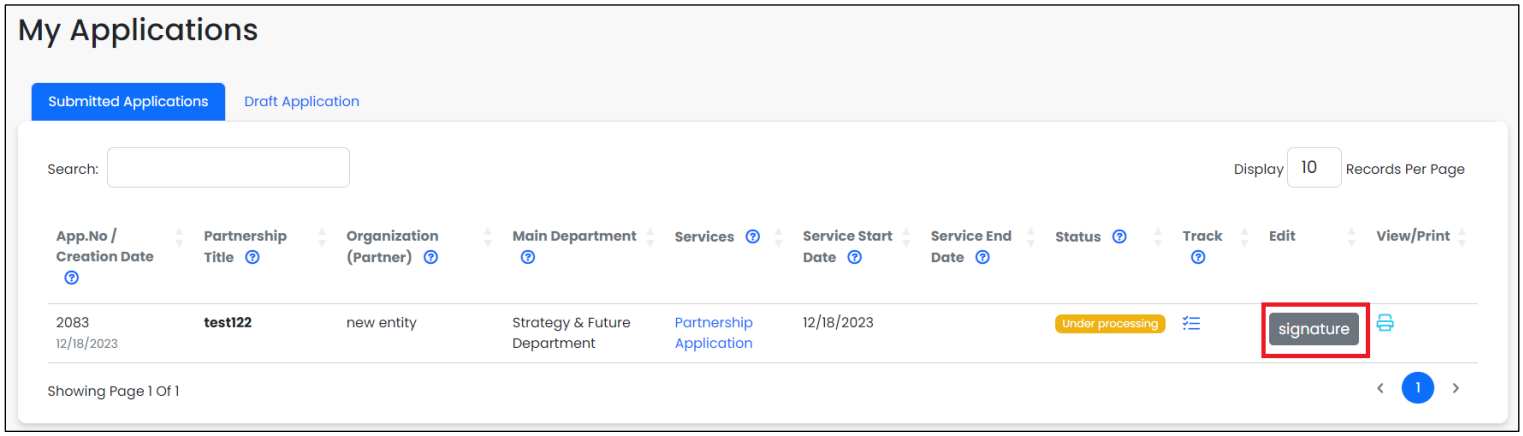
1. **Signing task,** through the **Signature** button that appears in the Edit column.



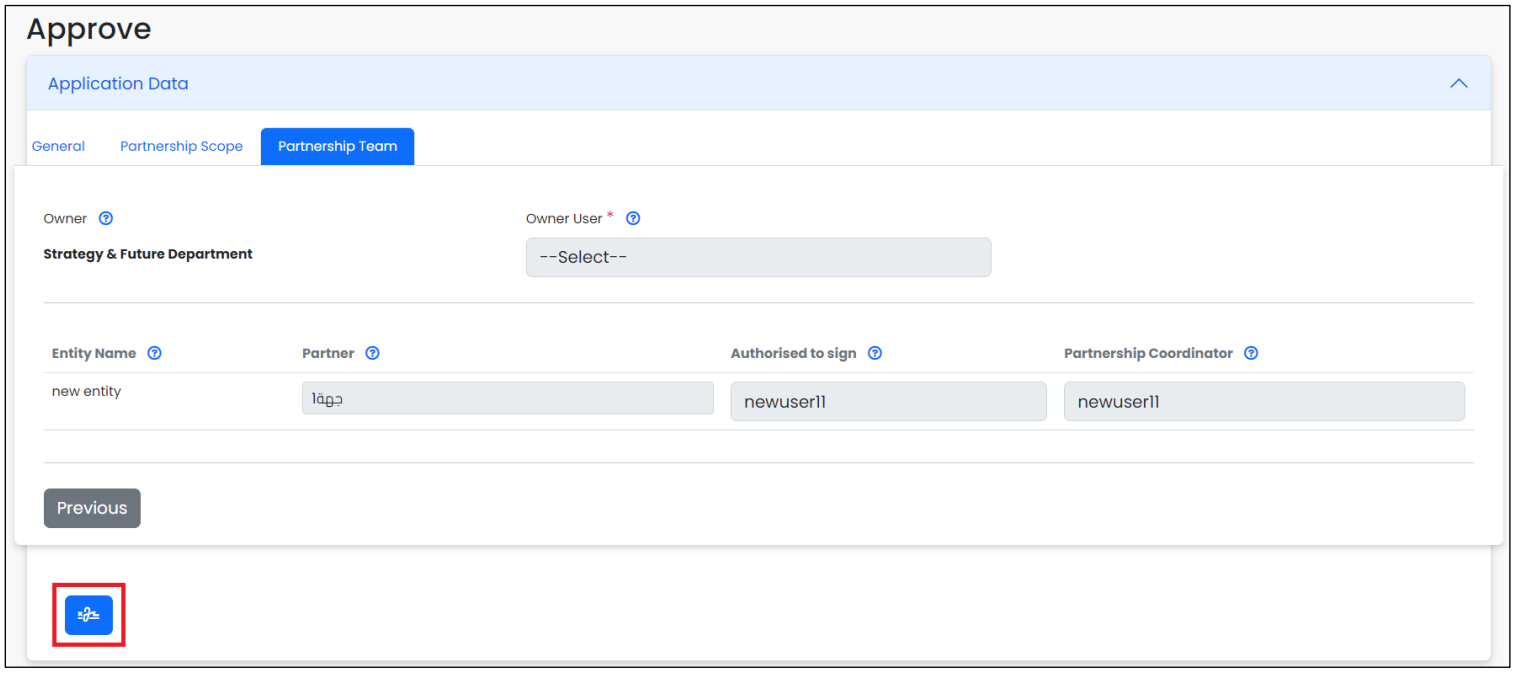
The external user is assigned the signing task in two places:

- ## Signing the partnership Application

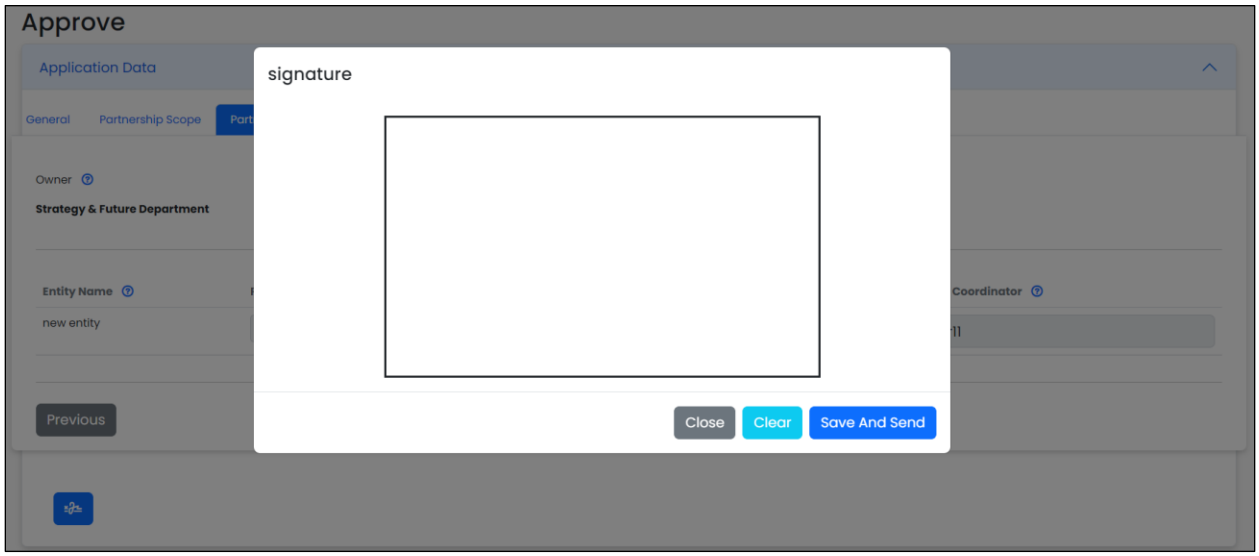
The **Authorized to Sign** user of the entity's partnership team is assigned the task of signing the partnership Application submitted for their entity. After the internal Partnerships department coordinator reviews the partnership Application in the **Partners Sign–Off** step of the workflow process for the partnership Applications and assigns the signing task to the Authorized to Sign user of the entity, the **Signature** button will appear for the user in the Edit column.



When clicking the **Signature** button, the partnership Application form will appear in read–only mode to review, in addition to an **Add Signature** button.



When clicking the **Add Signature** button, a popup to add the signature will appear.

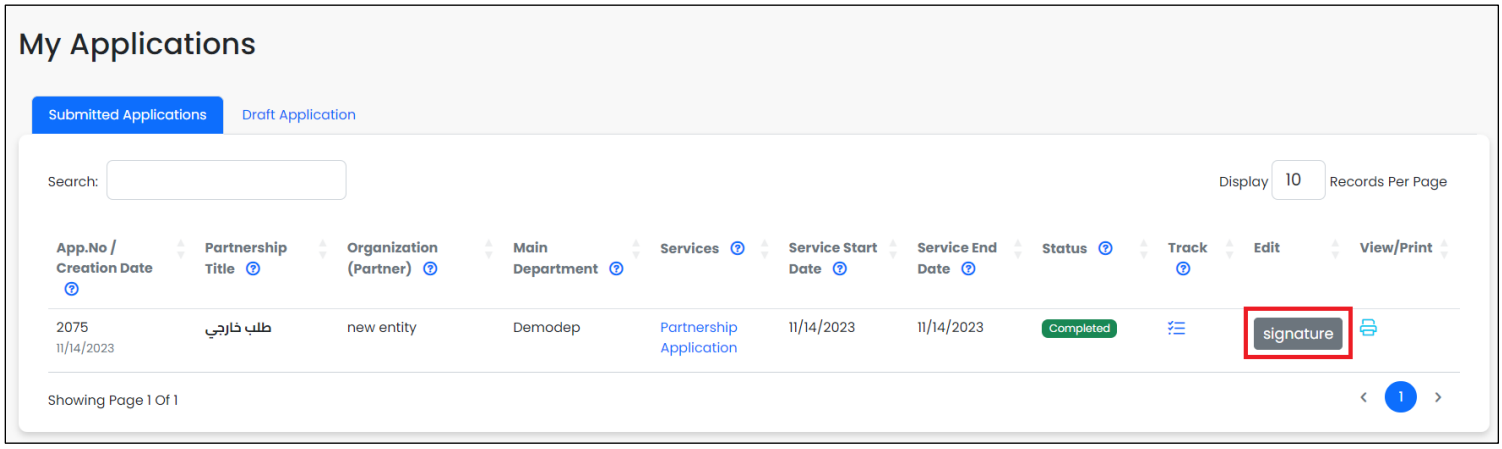


After adding the signature and clicking the **Save and Send** button, the **Signature** button will disappear from the Edit column.

Signing the partnership review Application

The **Authorized to Sign** user of the entity's partnership team is assigned the task of signing the partnership review application.

After the internal Partnerships department head adds the signatures to the partnership review Application in the **Sign and Finish** step from the workflow process for reviewing partnerships and assigns the signing task to the Authorized to Sign user of the entity, the **Signature** button will appear for the user in the Edit column.



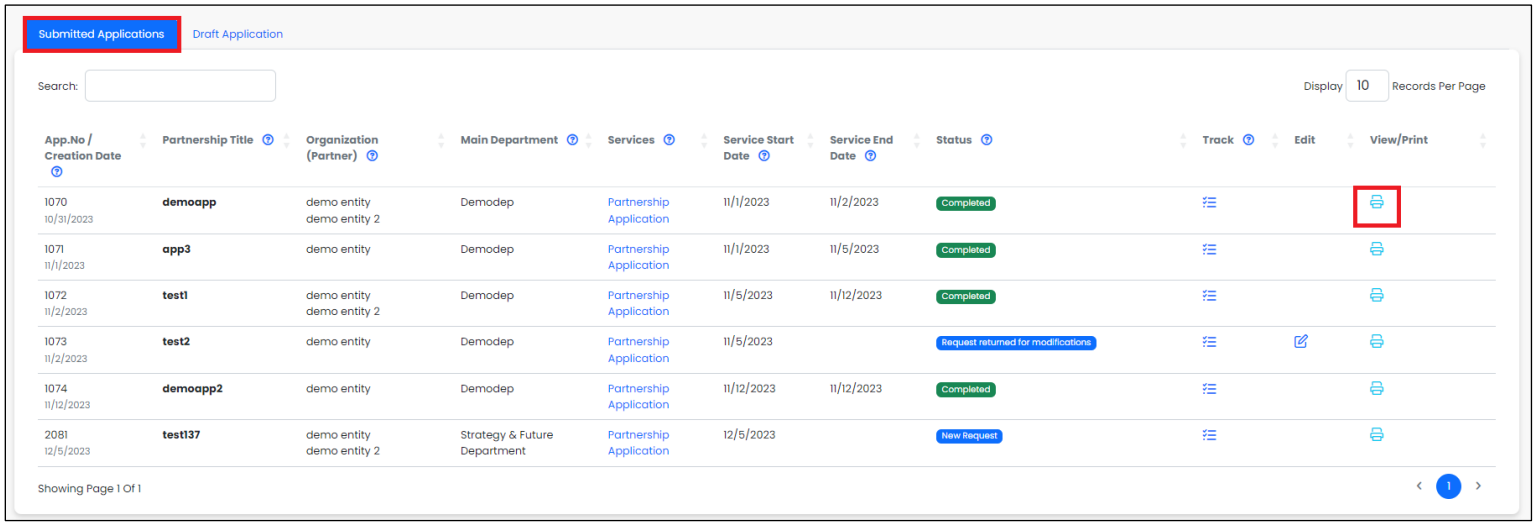
When clicking the **Signature** button, the partnership review form will appear in read-only mode to review, in addition to the signature section containing an **Add Signature** button.

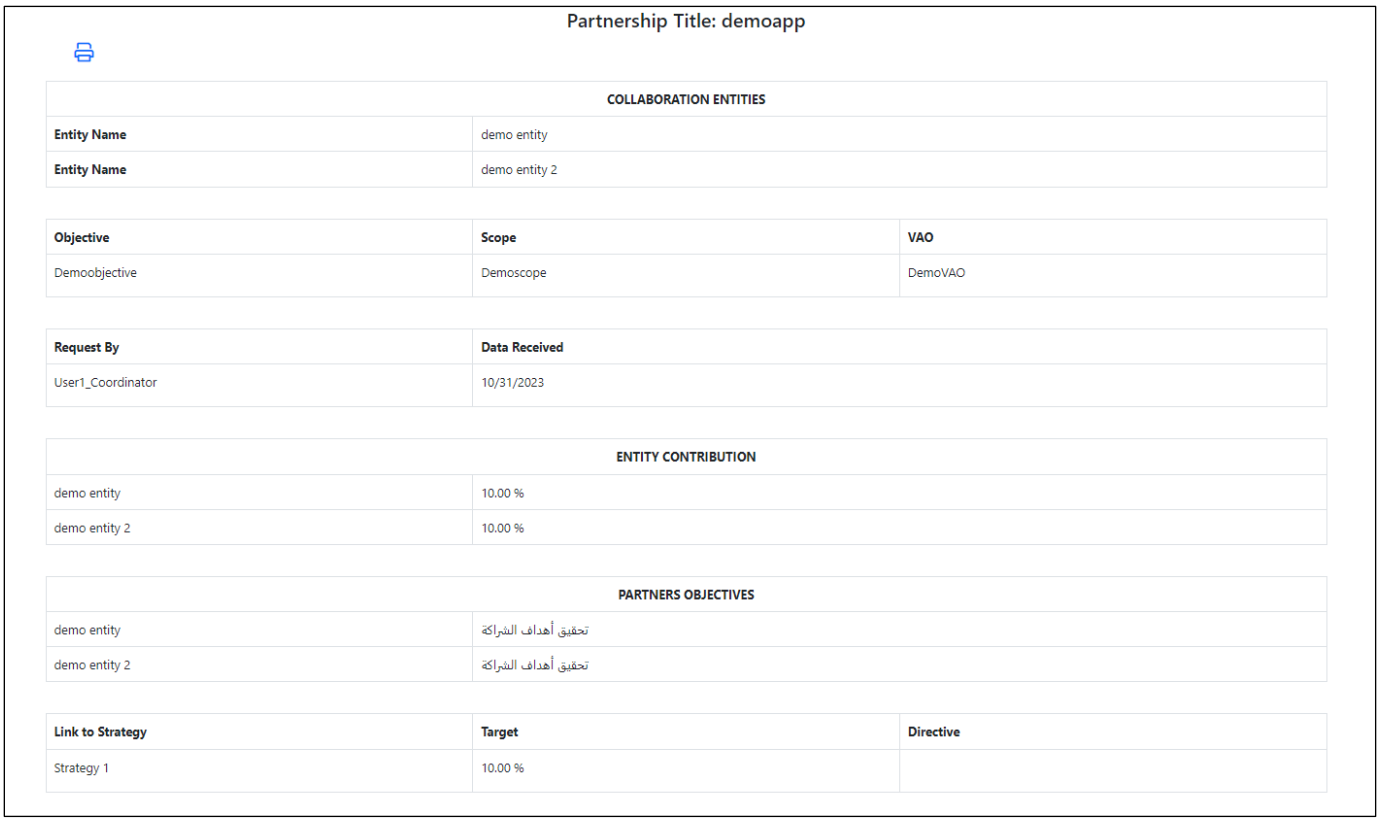
When clicking the **Add Signature** button, a popup to add the signature will appear.

After adding the signature and clicking the **Save** button, the **Signature** button will disappear from the Edit column.

2. **Evaluation filling task**, through the **Fill Evaluation** button that will appear in the Edit column, and the task will be explained in detail in the **Partner Evaluation** section.

The page provides the ability to view the application as a **PDF** file, and then print it by clicking on the **View/Print** button available in the View/Print column.





Partnership Title: demoapp

COLLABORATION ENTITIES	
Entity Name	demo entity
Entity Name	demo entity 2

Objective	**Scope**	**VAO**
Demoobjective	Demoscope	DemoVAO

Request By	**Data Received**
User1_Coordinator	10/31/2023

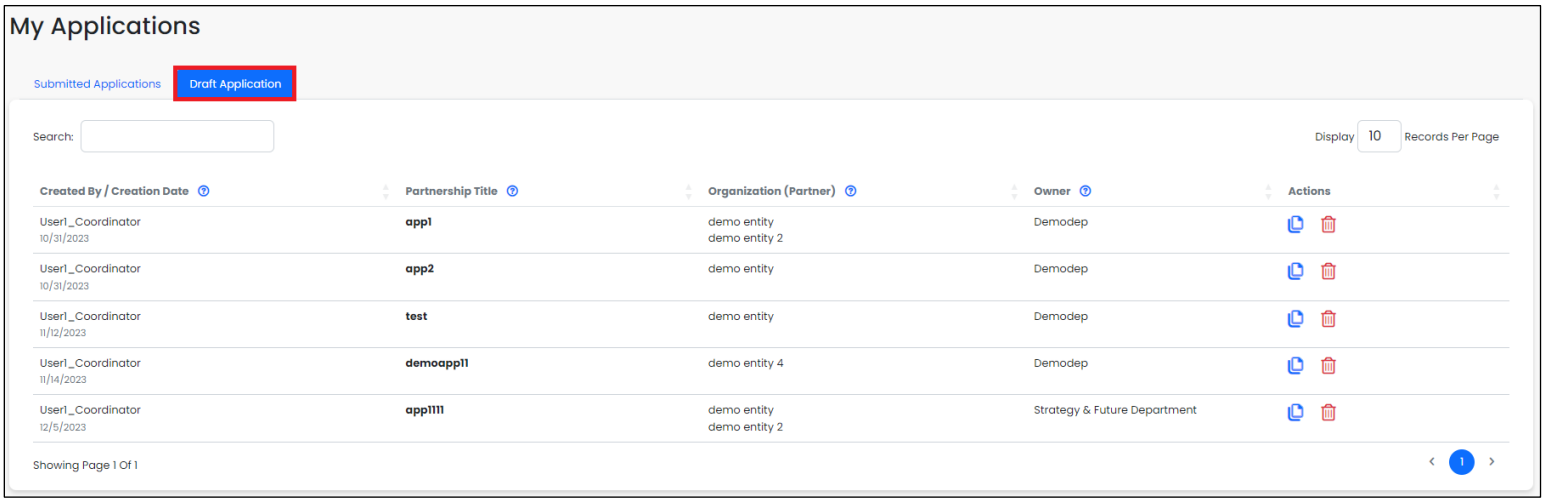
ENTITY CONTRIBUTION	
demo entity	10.00 %
demo entity 2	10.00 %

PARTNERS OBJECTIVES	
demo entity	تحقيق أهداف الشراكة
demo entity 2	تحقيق أهداف الشراكة

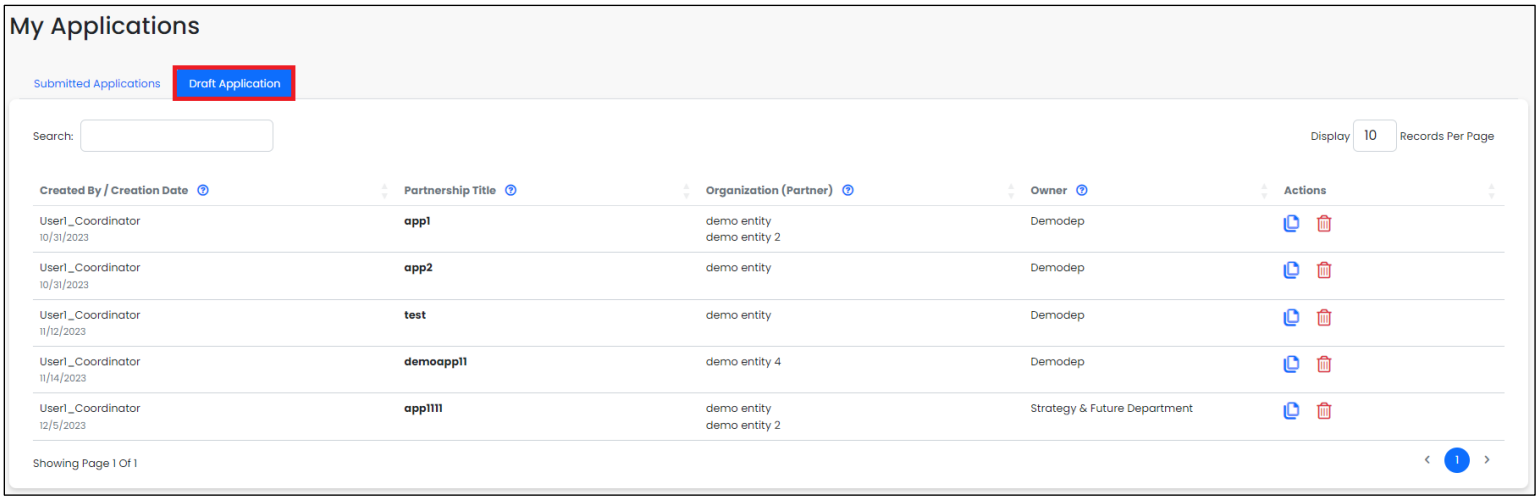
Link to Strategy	**Target**	**Directive**
Strategy 1	10.00 %	

II. Draft Application tab.

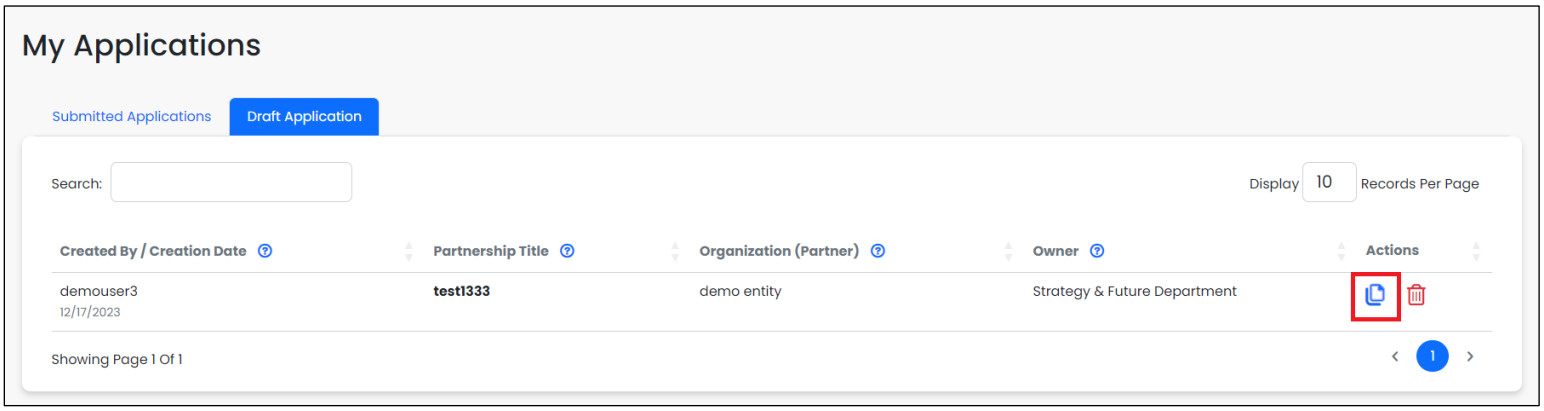
In this tab, the system provides the ability to review the incomplete partnership applications associated with the user, whether these applications were temporarily saved by the user or the user's entity was the partnership entity for this application and a task was sent to fill in the details.



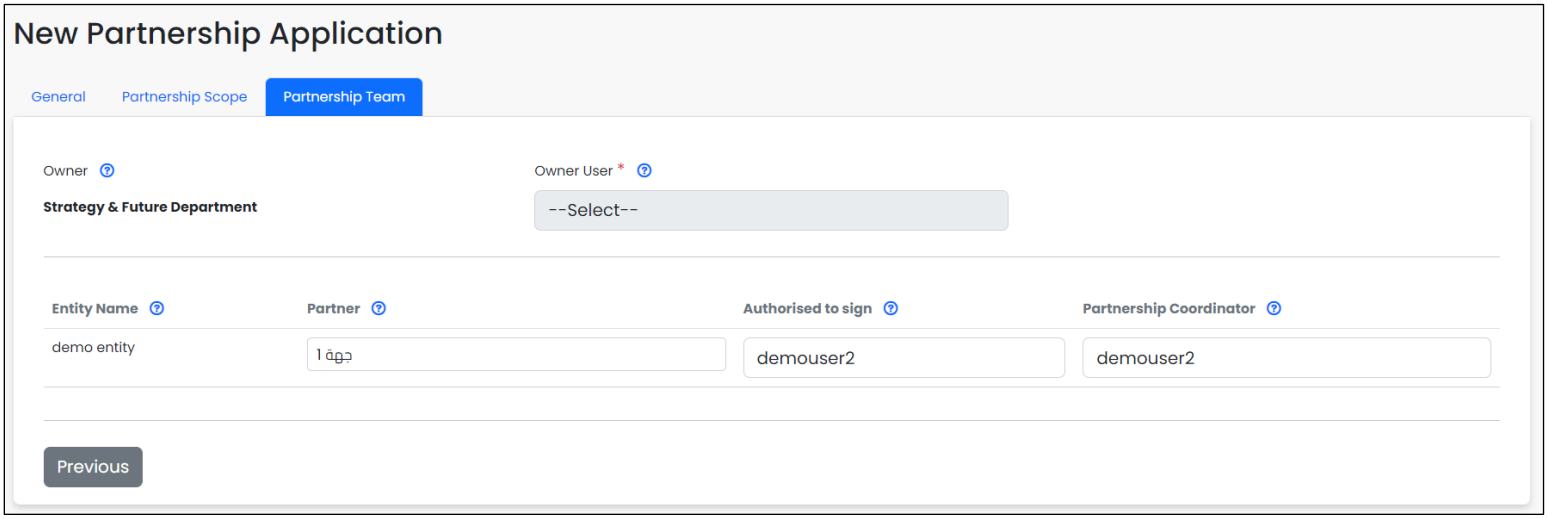
The tab displays a table containing information on the partnership applications added to the system, showing the **initiator's name, the partnership title, the organization (partner), and the owner.**



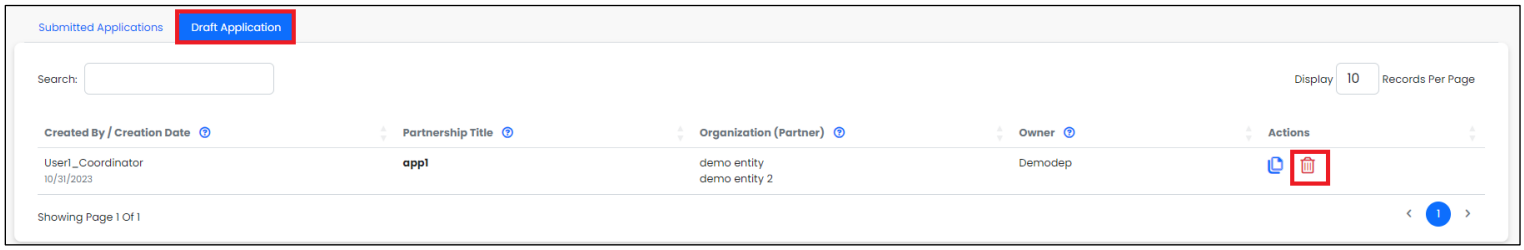
The user can complete filling out the partnership application data by clicking on the **Complete** button available in the Action column.



By clicking on the **Complete** button, the user will be taken to the partnership application page to complete it.



In the tab, the initiator can also delete the partnership application by clicking on the **Delete** button available in the Action column, whereby the application will be deleted.



8. Partnership Profiles

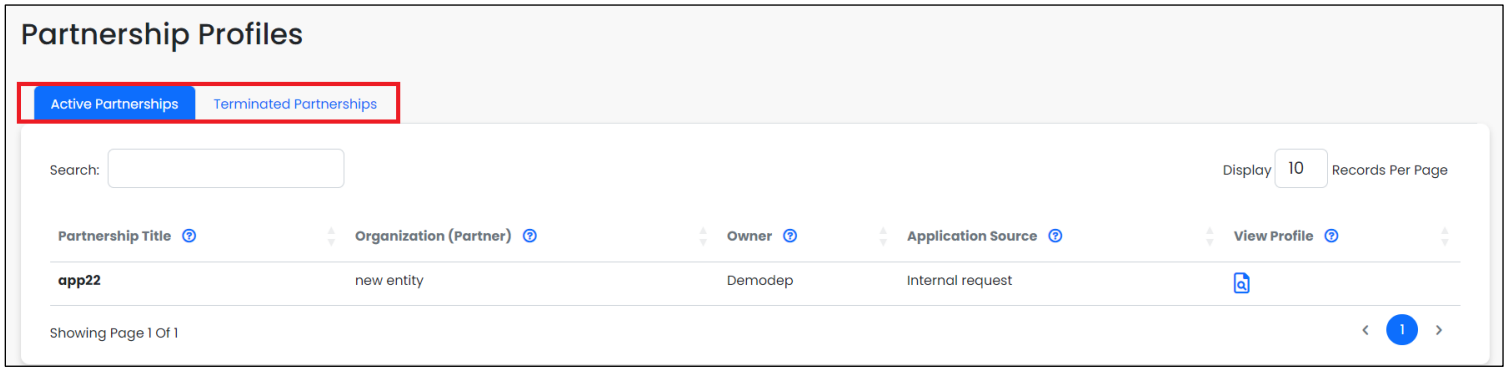
After the partnership application is approved by the client, a partnership profile is automatically added to the **Partnership Profiles** page. It allows external users to access the partnership profile to review only some parts of the profile.

The **Partnership Profiles** page displays the approved partnership applications associated with the external user's entity.

The **Partnership Profiles** page can be accessed by clicking on the **Partnership Profiles** menu in the main menu.

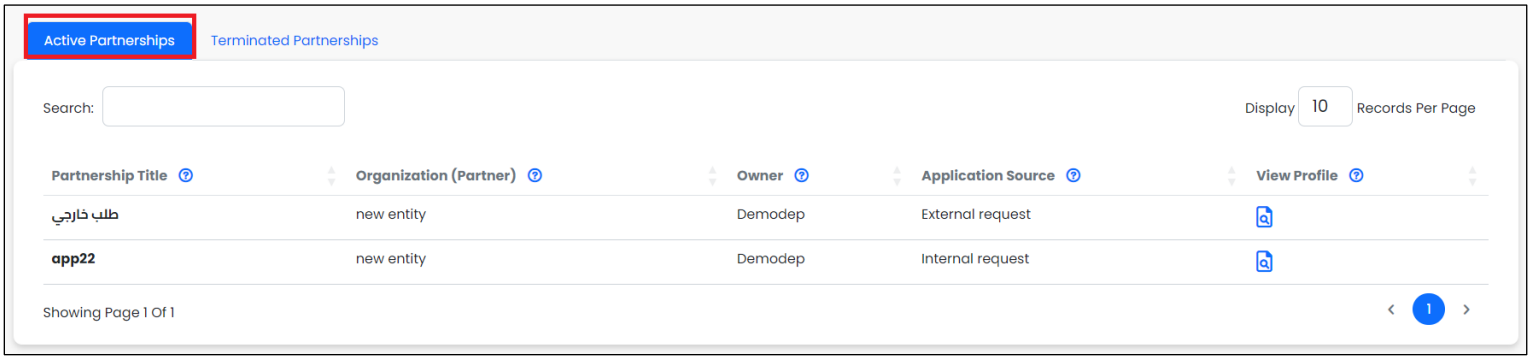
The **Partnership Profiles** page is divided into two main tabs, to provide specific functions, facilitate management, and review of applications, and enhance efficiency.

- The first tab is the **Active Partnerships** tab.
- The second tab is the **Terminated Partnerships** tab.

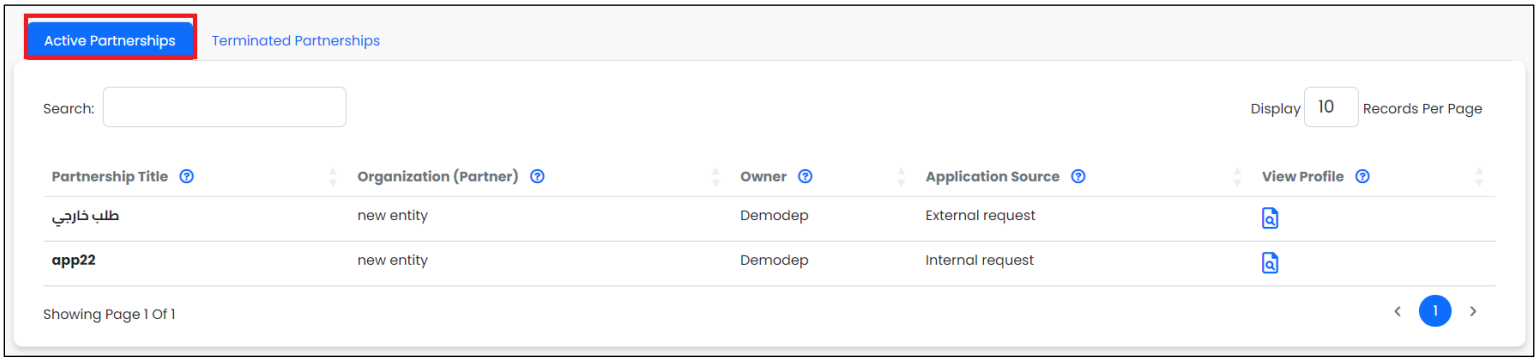


I. Active Partnerships tab.

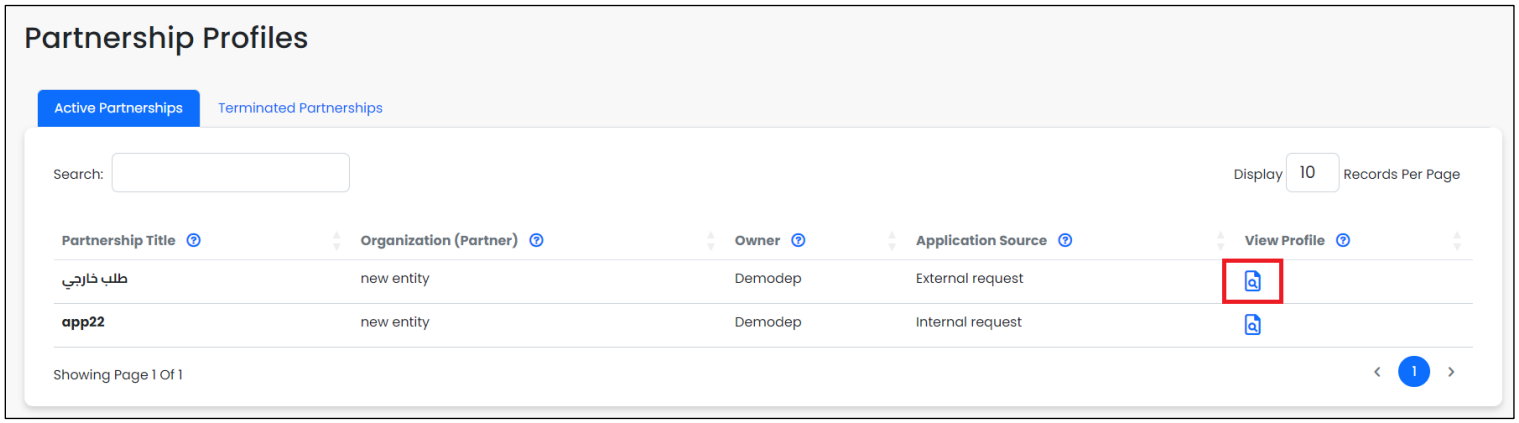
In this tab, the system provides the ability to review all currently approved partnerships in the system associated with the external user's entity.



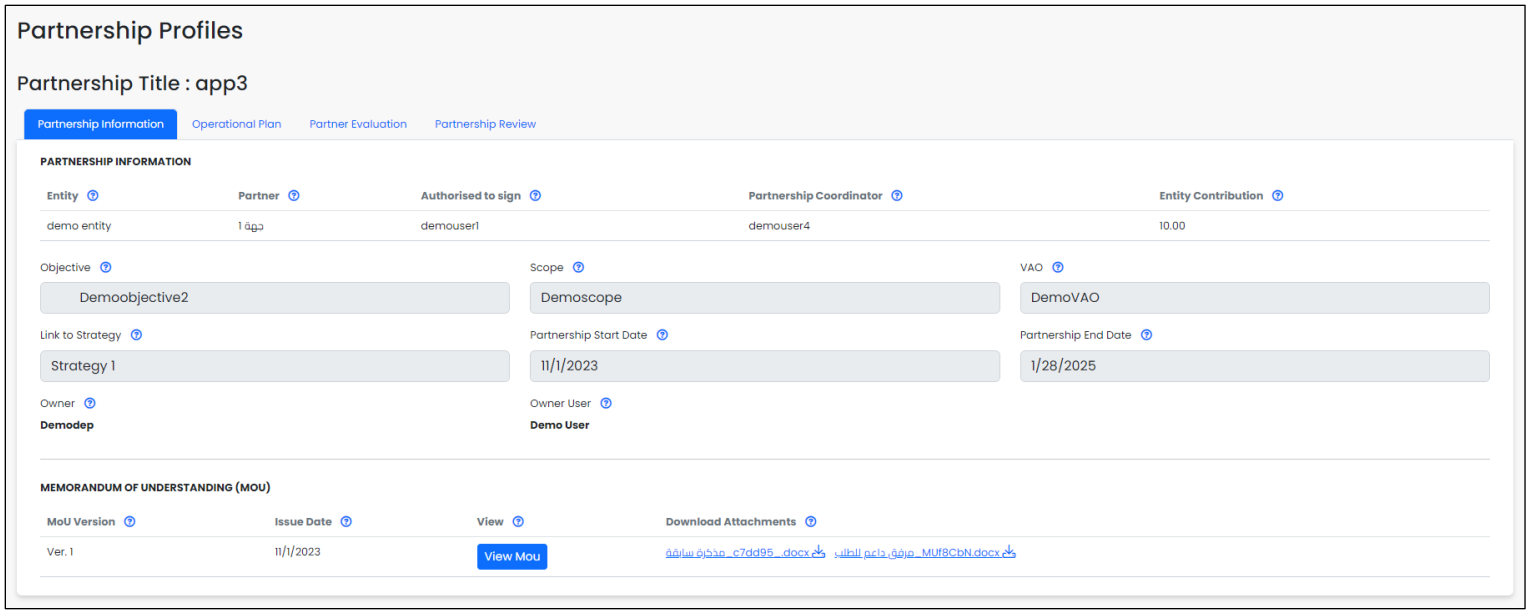
The tab displays a table containing the main details of existing current partnerships in the system, showing **the partnership title, organization (partner), owner department, and application source.**



The user can review the detailed profile of the partnership through the **View Profile** button available in the View Profile column for each partnership, where the user will be taken to the details of that partnership.



When clicking on the **View Profile** button, the detailed profile of that partnership will be opened, showing the partnership information divided into several tabs.

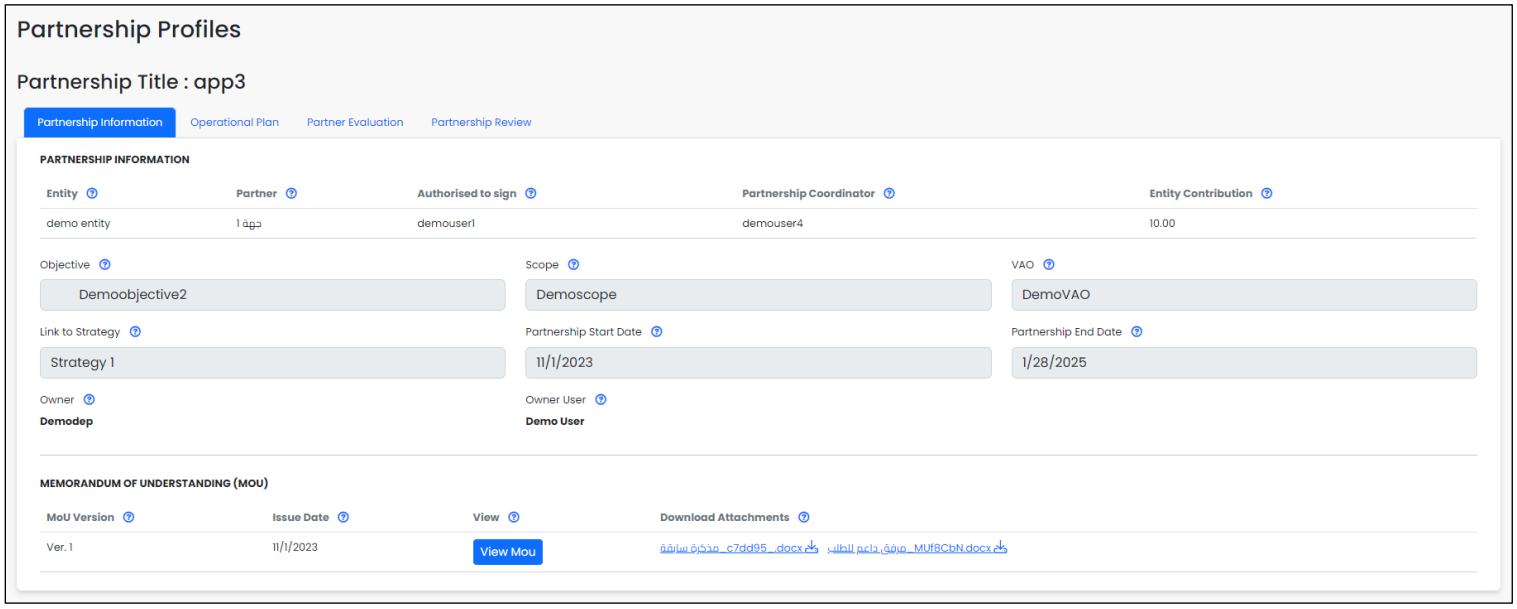


Partnership Profile tabs details.

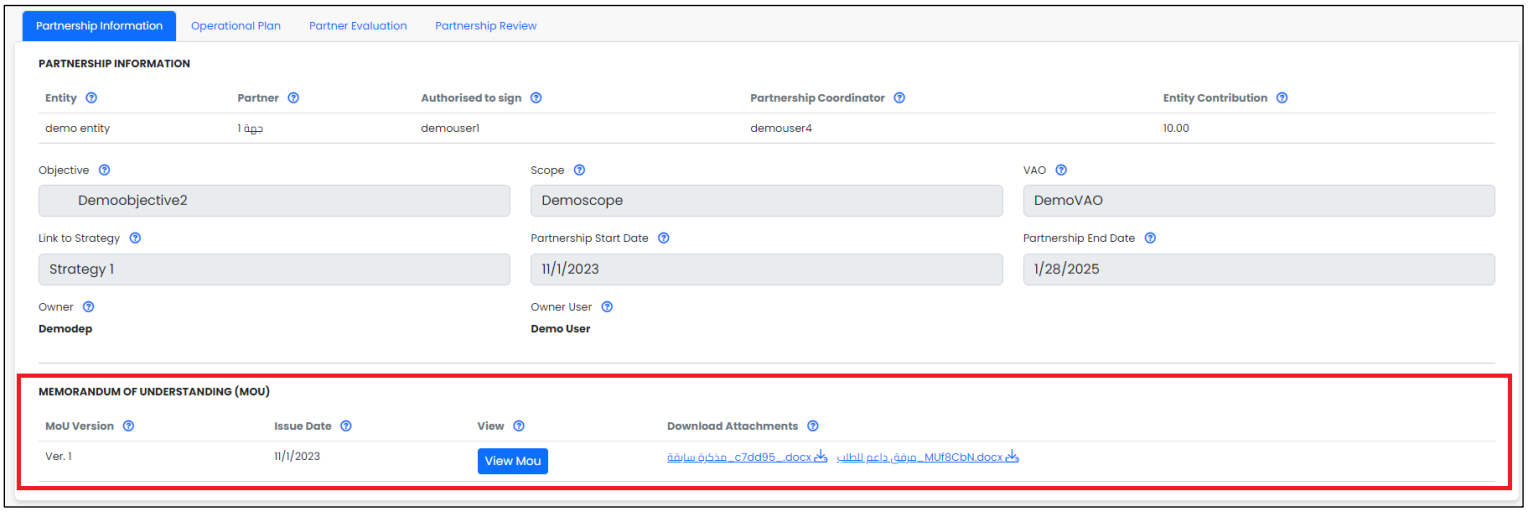
The Partnership Profile has been divided into four main tabs.

- ### Partnership information tab

The **Partnership information** tab displays the main partnership information extracted from the partnership Application and partner details, where this information is displayed in read-only format for viewing purposes only.

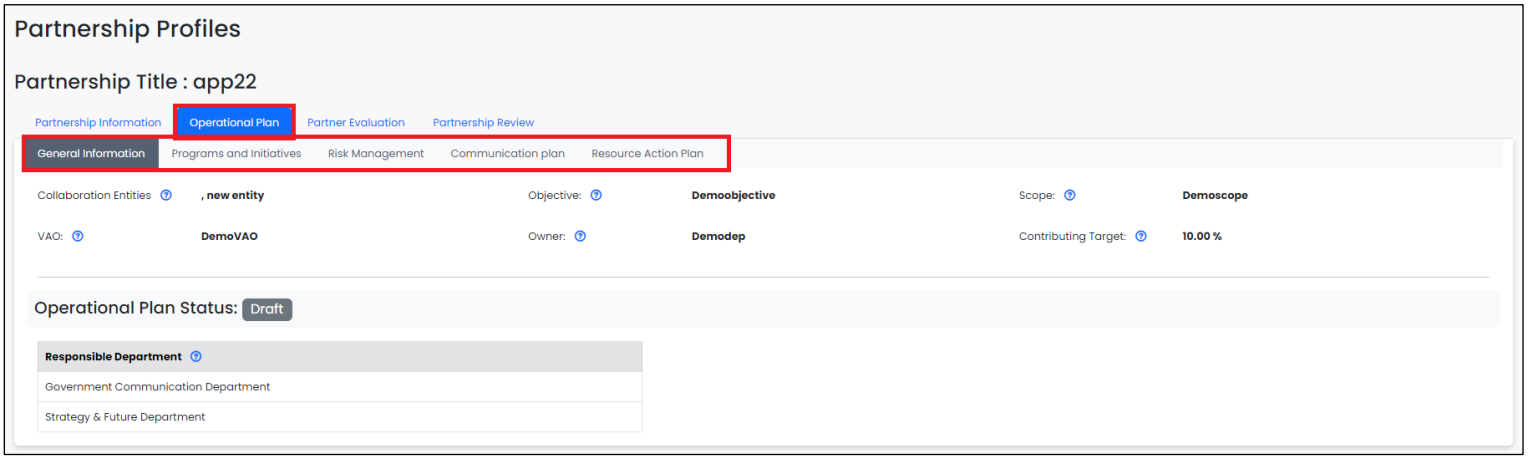


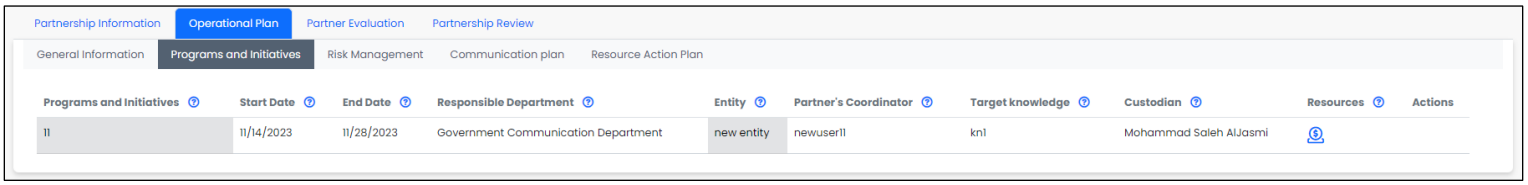
The tab includes a **Memorandum of Understanding (MoU)** section where the MoU Version, Issue Date, and content of the MoU can be viewed along with any supporting attachments.



Operational plan tab

The **Operational Plan** tab displays the initiatives and joint programs between the partner and client for the partnership. Through the Operational Plan tab, the external user can review the operational plan elements such as risks, required resources, and the communication plan.

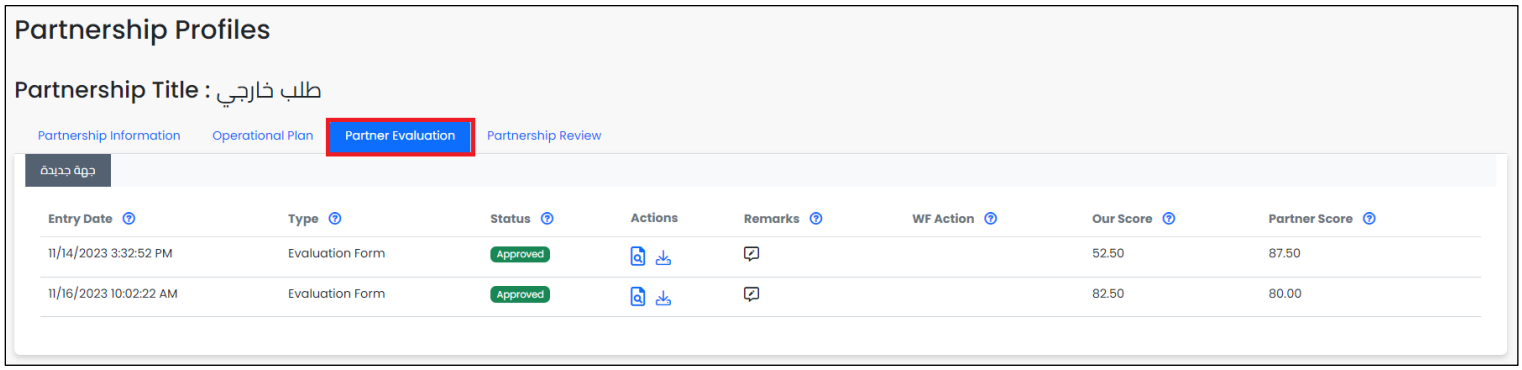




The details of the operational plan tab will be explained in the **Operational Plan** section.

Partner Evaluation tab

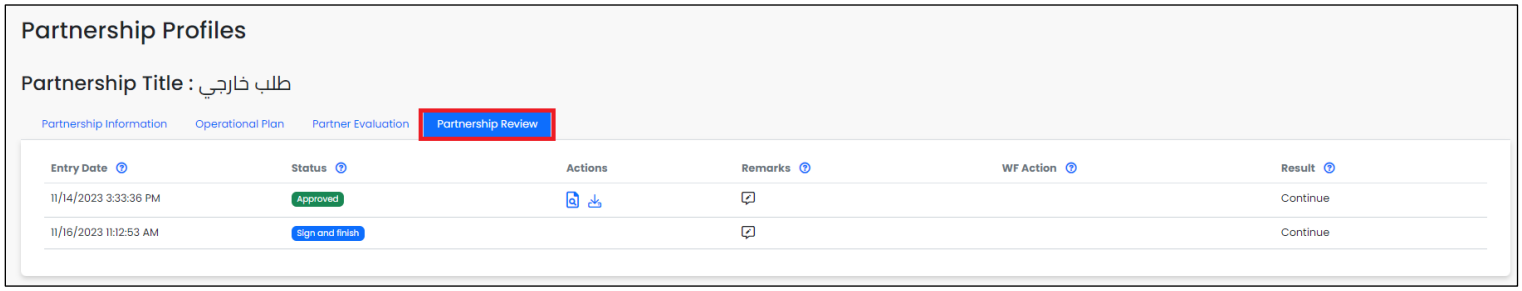
The **Partner Evaluation** tab displays approved partner evaluations, whereby the external user can review the evaluations through the Partner Evaluation tab.



The details of conducting evaluations will be explained in the **Partner Evaluation** section.

Partnership Review tab

The **Partnership Review** tab displays the approved partnership reviews, and the external user can review the reviews conducted for the partnership through the Partnership Review tab.

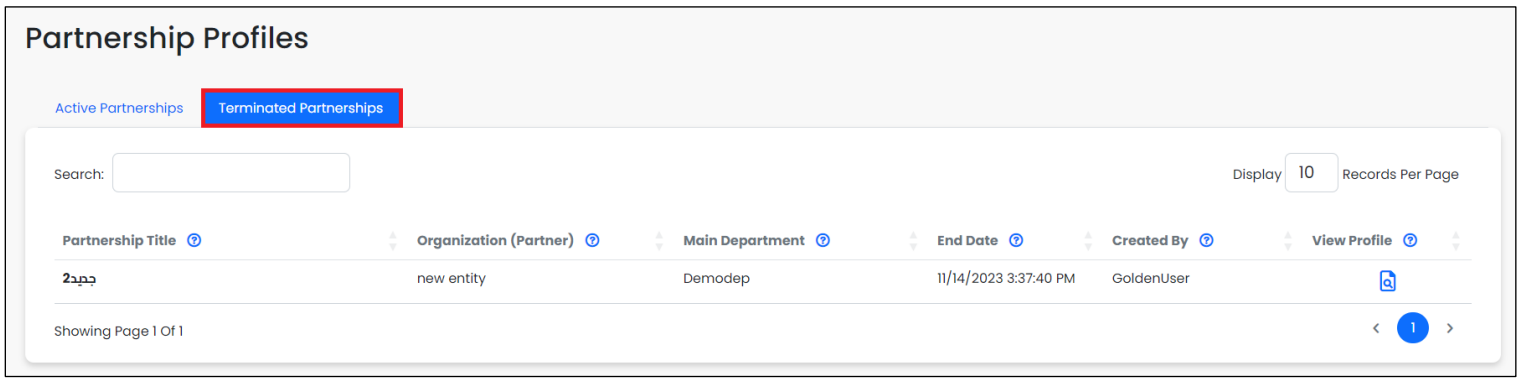


The details of the tab will be explained in the **Partnership Review** section.

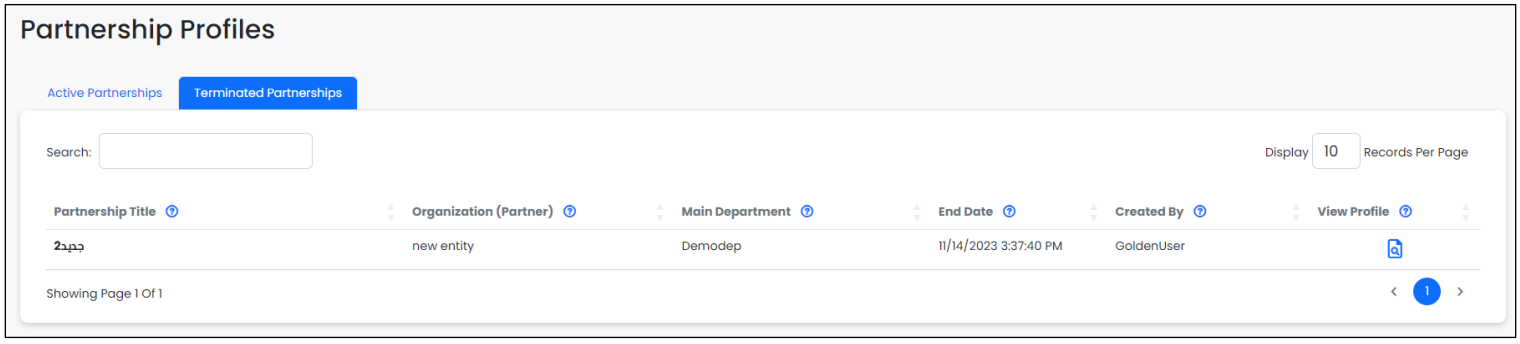
II. Terminated Partnerships tab.

In this tab, the system provides the ability to review all terminated partnerships in the system associated with the user's entity.

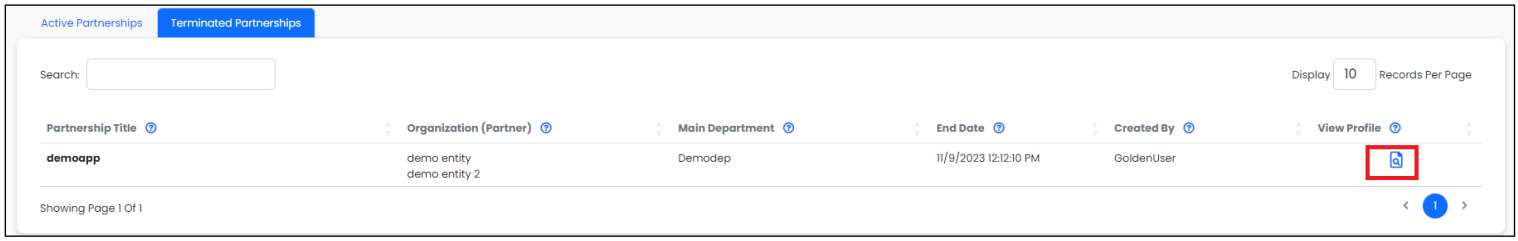
In the case of ending a partnership, the partnership and its profile will be moved from the **Active Partnerships** tab to the **Terminated Partnerships** tab, keeping the information in the system for viewing purposes only.



The tab displays a table containing the main details of existing terminated partnerships in the system, showing **the partnership title, organization (partner), main department, and actual end date.**



The user can review the detailed profile of the partnership through the **View Profile** button available in the View Profile column for each partnership, where the user will be taken to the details of that partnership.



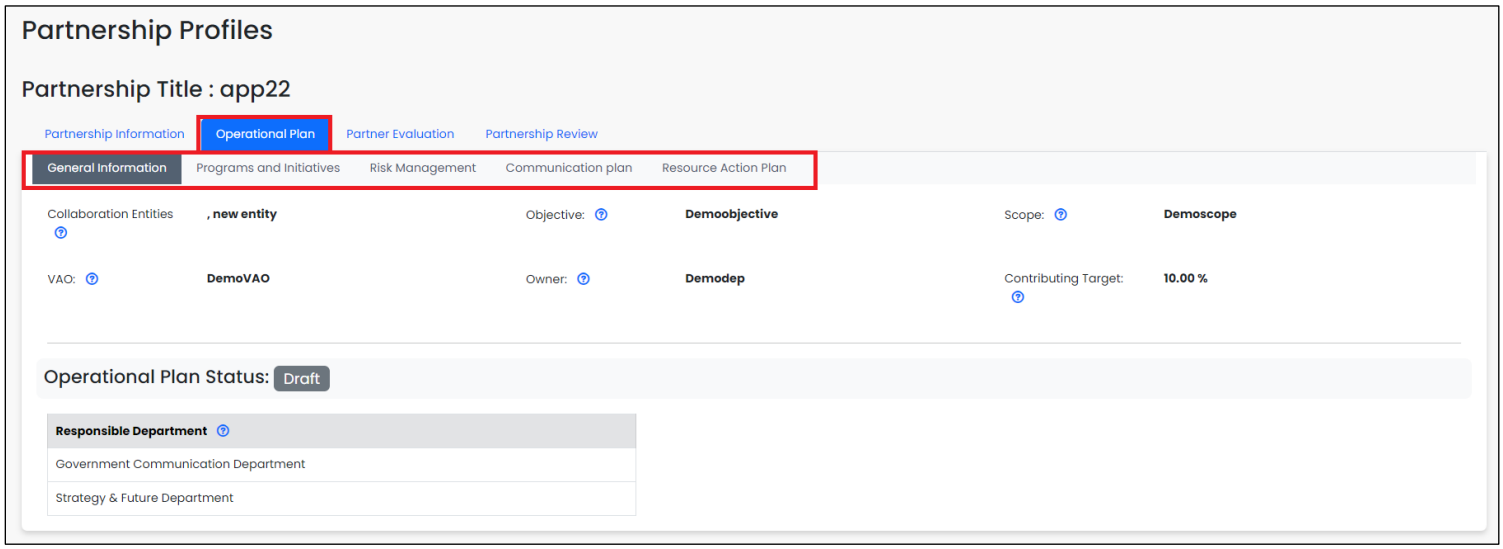
9. Operational plan

The **Operational plan** is a detailed implementation plan that defines how to achieve the objectives of the partnership and how to implement the objectives of the project or initiative within a specified timeframe. It aims to translate strategic objectives into practical and executable actions that can be monitored, measured, and followed up on.

The operational plan includes several key elements, including the activities and tasks necessary to achieve the partnership's objectives and the user responsible for them. In addition to the human, material, and time resources required to carry out activities and tasks.

The **Operational Plan** of the partnership can be accessed by clicking on the **Partnership profile** menu in the main menu and then clicking on the **View profile** button next to each partnership. After the partnership profile of the partnership appears, the **Operational Plan** tab is selected.

The Operational Plan tab is divided into several tabs. It is possible to switch between tabs by directly clicking on the tab name.



Operational plan tabs details.

The **operational plan** goes through two main phases, to provide specific functions to facilitate managing tasks and enhance efficiency.

- The first phase is **The Preparation and development phase of the Operational Plan.**
- The second phase is **The Implementation and Follow–Up phase of the Operational Plan.**

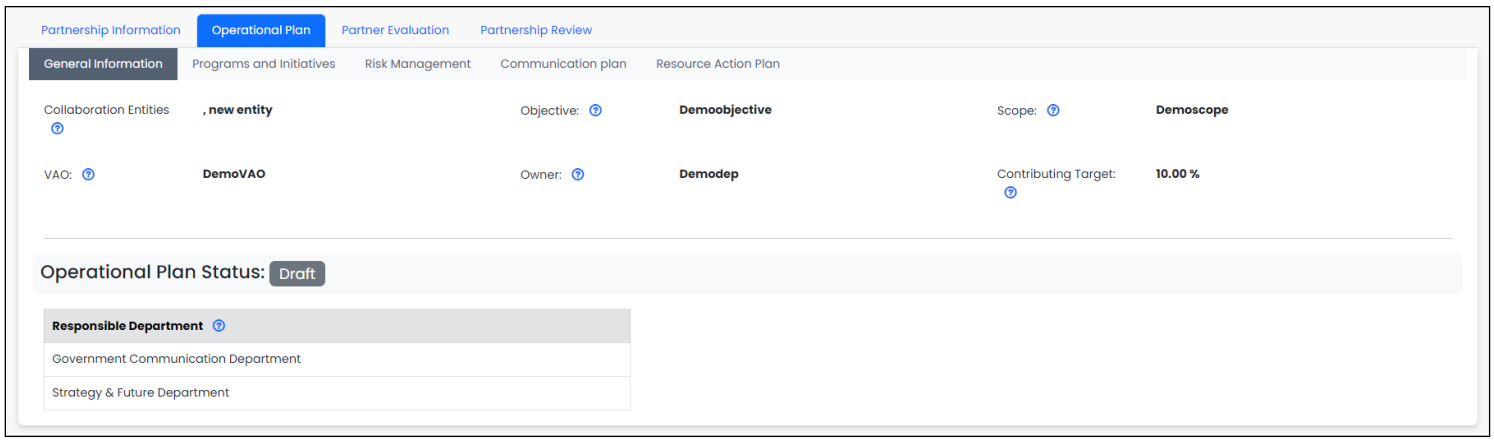
Therefore, the tabs in the Preparation phase differ from those in the Implementation phase. Each tab in the two phases will be reviewed.

The operational plan tab has been divided into five main tabs as follows:

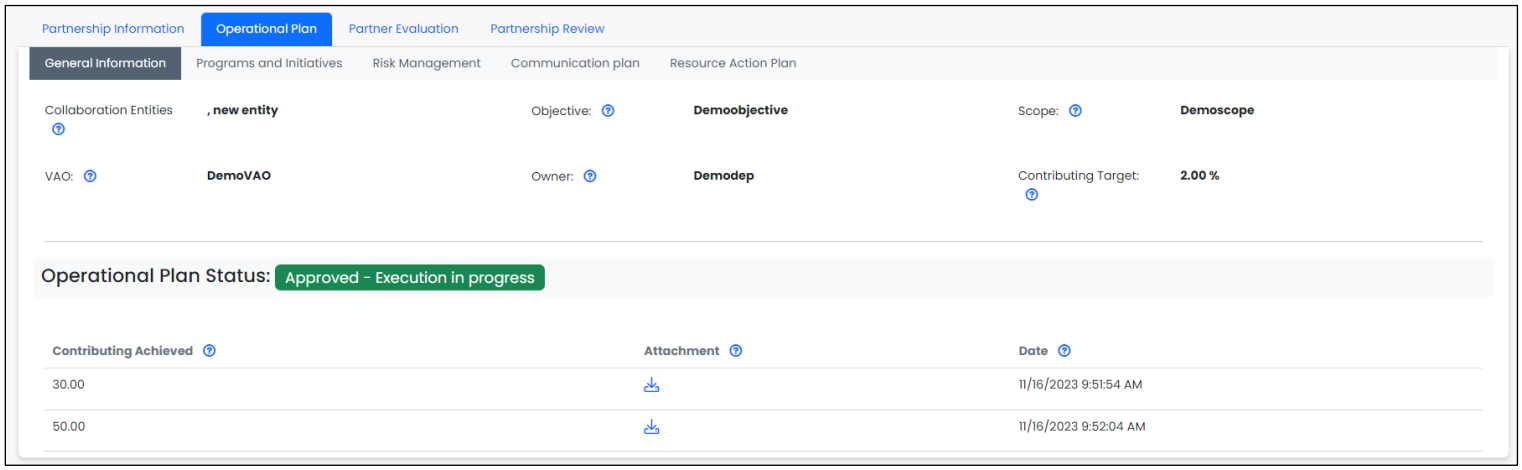
▪ General Information tab

The **General Information** tab displays the main partnership information such as **partnership entities (partners), the main objective of the partnership, and the contributing target.**

#The Preparation and development phase of the operational plan



#The Implementation and follow–up phase of the operational plan

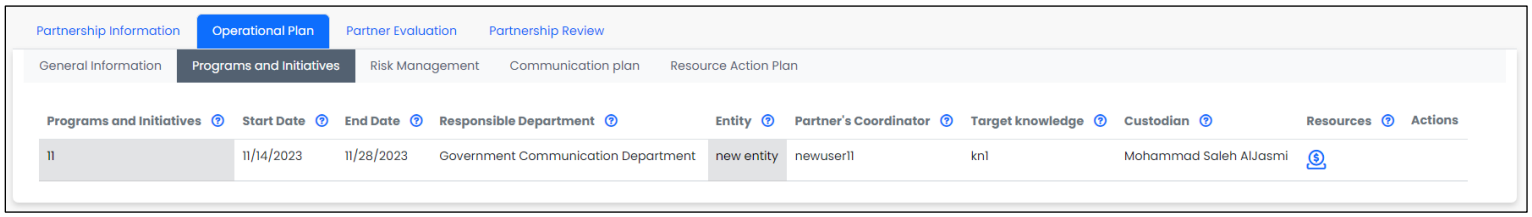


▪ Programs and Initiatives tab

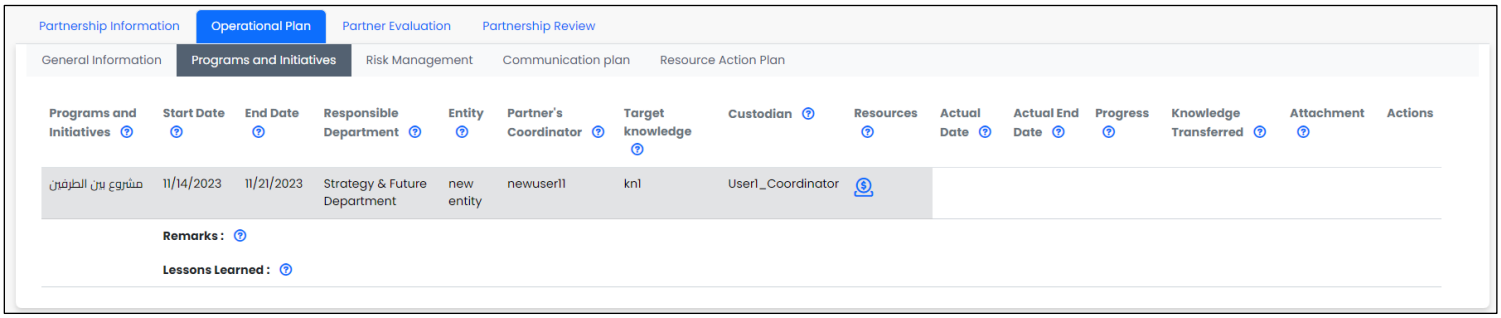
The **Projects and Initiatives** tab displays the main information about Programs and Initiatives such as

Program name, Partner's Coordinator, start and end dates, and **Custodian.**

#The Preparation and development phase of the operational plan



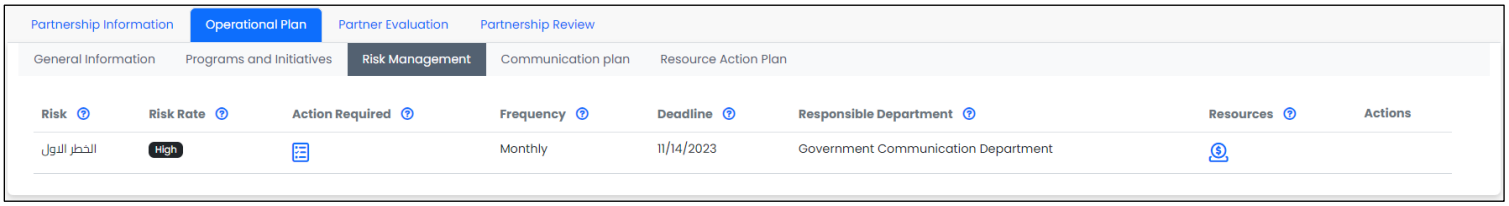
#The Implementation and follow-up phase of the operational plan



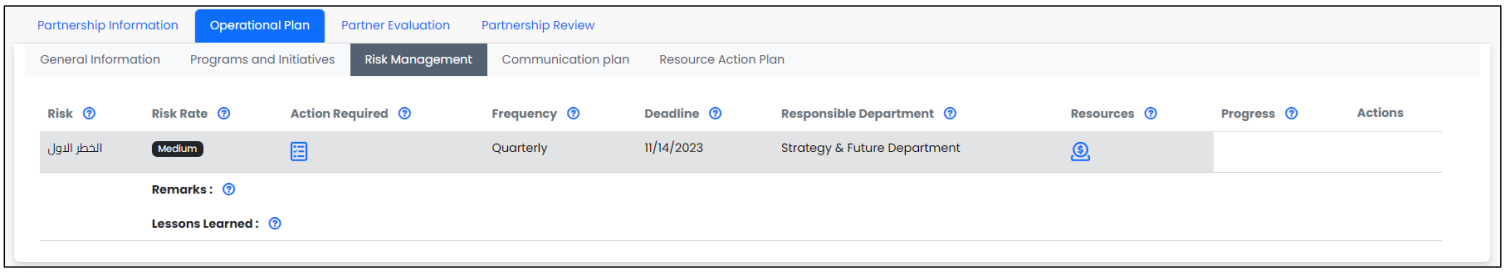
▪ Risk Management tab

The **Risk Management** tab displays the main risk information such as **risk name, risk rate, frequency, and Deadline.**

#The Preparation and development phase of the operational plan



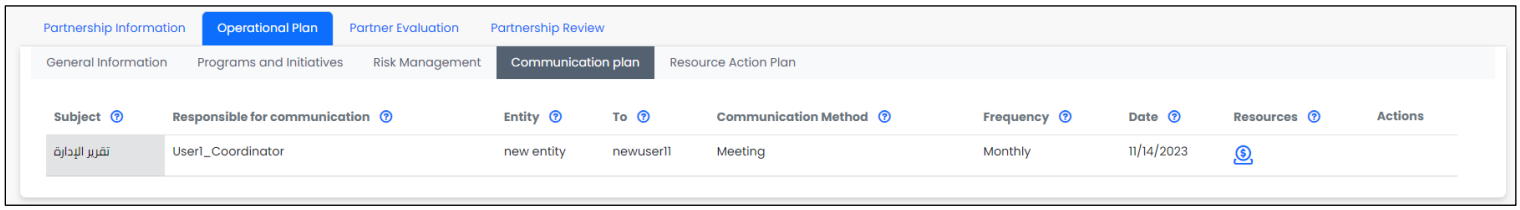
#The Implementation and follow-up phase of the operational plan



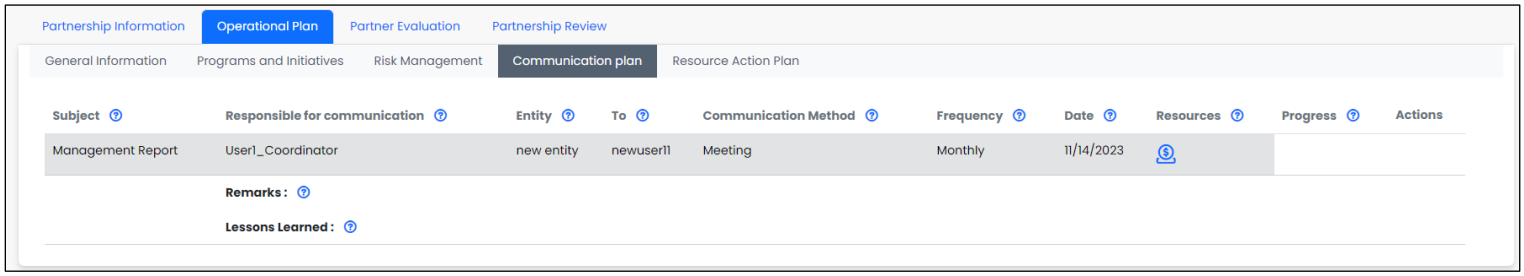
Communication tab

The **Communication** tab displays main information about the communication plan such as **communication subject, frequency, and date.**

#The Preparation and development phase of the operational plan



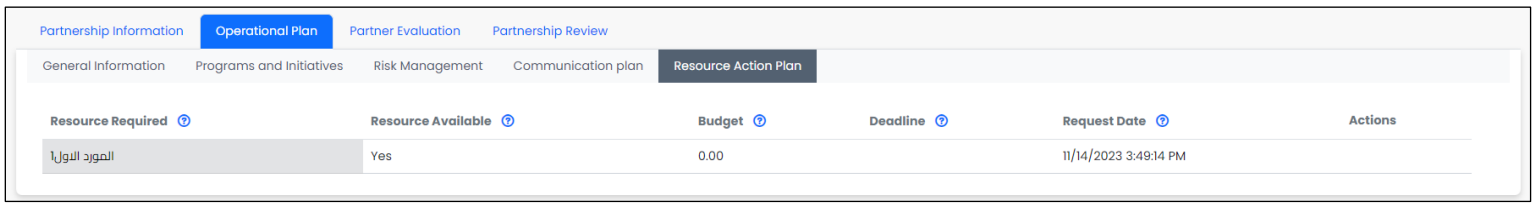
#The Implementation and follow–up phase of the operational plan



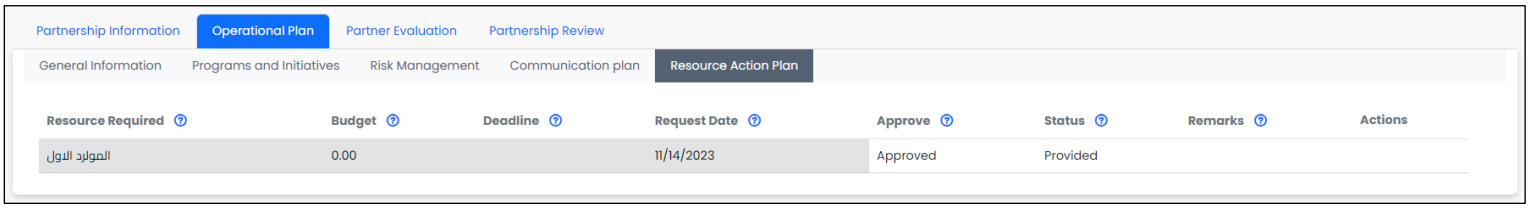
Resource Action plan tab

The **Resource Action plan** tab displays the main information about resources required to implement plan elements such as **Resource name, required date, budget, and Deadline.**

#The Preparation and development phase of the operational plan



#The Implementation and follow-up phase of the operational plan



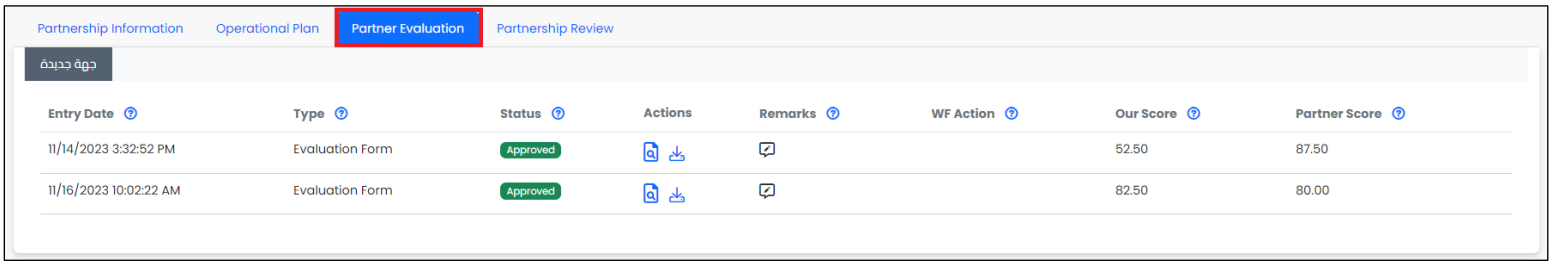
10. Partner Evaluation

Partner evaluation is a set of predefined criteria to evaluate the partner and partnership in terms of performance and effectiveness in this partnership, and to ensure that it meets all the necessary practices and activities to continue the partnership. It also measures the level of satisfaction of the counter-partner with the client.

After a specified period of the partnership or at specified times, the client works to evaluate its partners to ensure the effectiveness of this partnership and achieve the intended objectives and identify any impediments in the process to work on removing them and improving the situation to achieve the best service.

The **Partner Evaluation** of the partnership can be accessed by clicking on the **Partnership profile** menu in the main menu and then clicking on the **View profile** button next to each partnership. After the partnership profile of the partnership appears, the **Partner Evaluation** tab is selected.

The **Partner Evaluation** tab contains a table that displays the evaluations conducted for the entity.



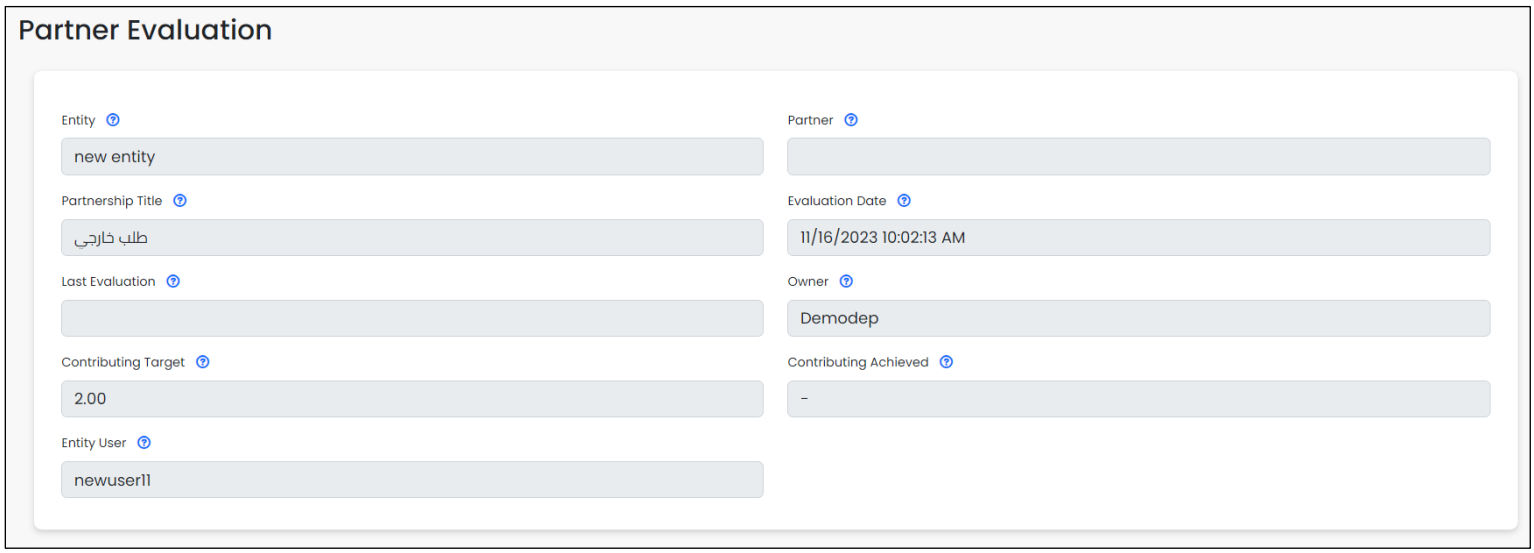
Evaluation Form details.

The evaluation form is divided into sections to provide specific functions and facilitate the evaluation process, enhancing effectiveness.

The evaluation form includes the following sections:

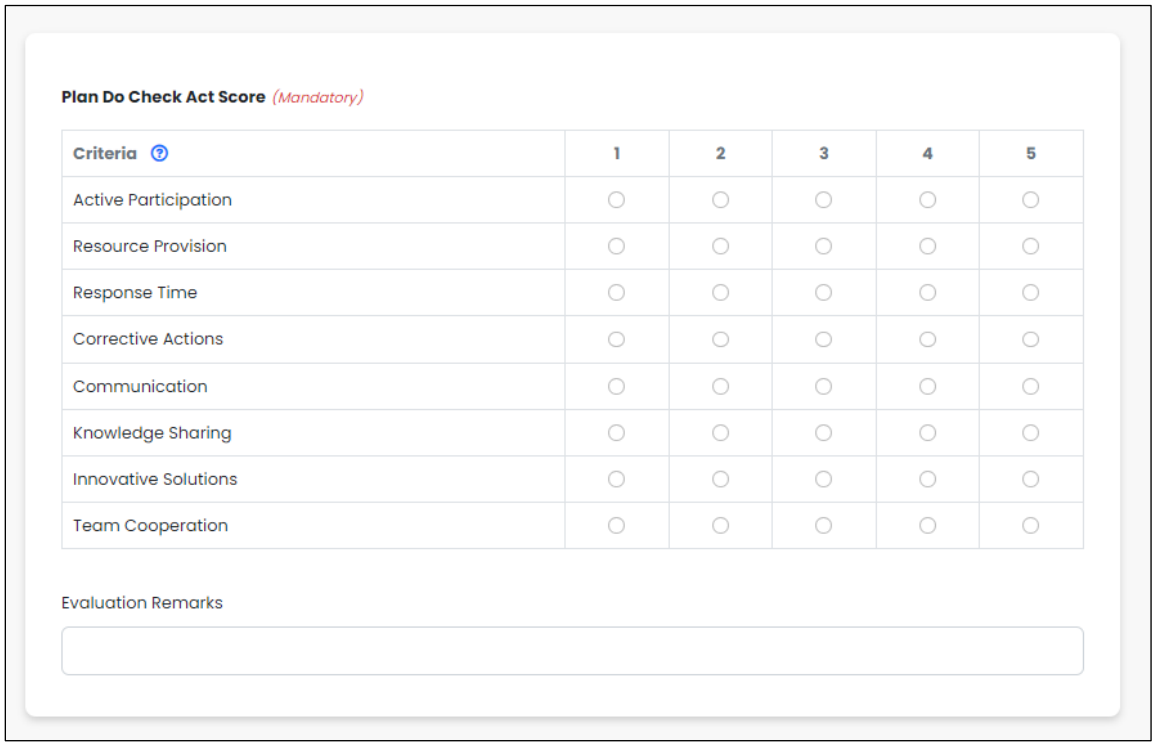
- **General Information**

This section displays key partnership information such as the partnership title and entity, entity user, owner, contributing target, and contributing achieved. The information is displayed in read-only mode for viewing purposes only.



- **Partner Evaluation**

This section contains a copy of the evaluation criteria form. In this section, the external partner answers the criteria in the sent form by selecting one answer for each criterion and adding any evaluation notes in the **Evaluation Remarks** field.

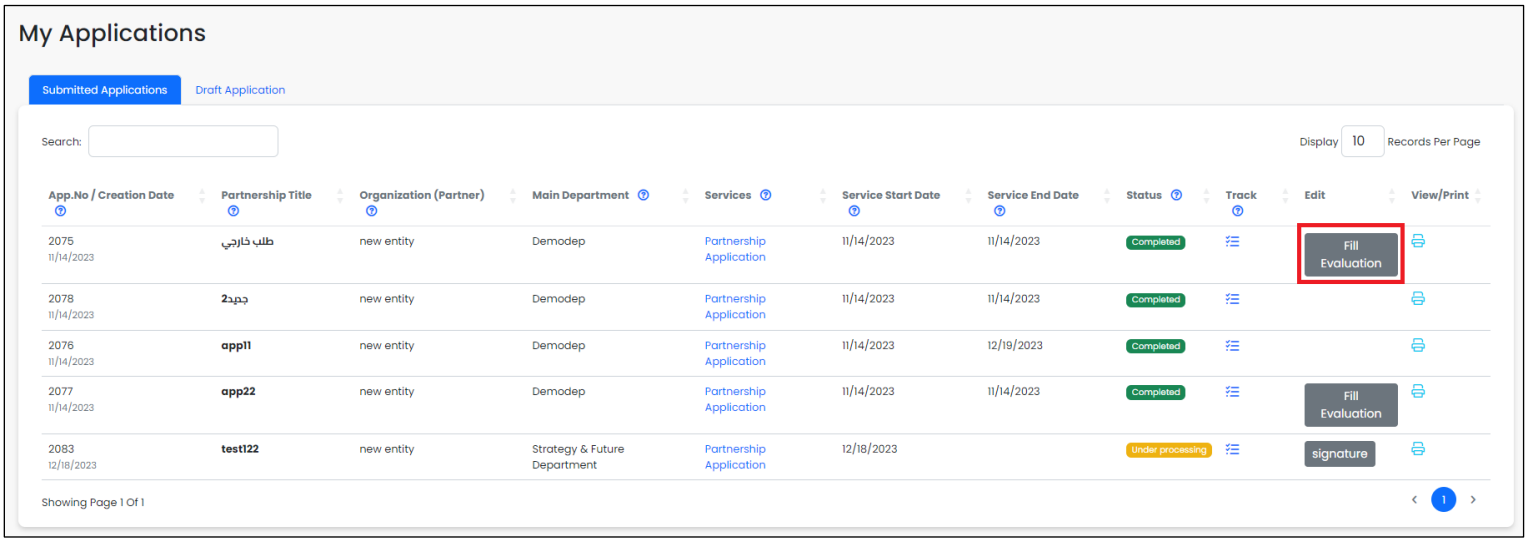


All criteria results must be filled out for the user to save.

Conducting evaluation details.

The system allows entities to conduct periodic evaluations for the client to measure the level of satisfaction of the counter–partner with the client. The evaluation task is sent to the **Authorized to Sign** user of the entity by the partnerships department.

The entity user can access the evaluation task by logging into their account and then clicking on the **My Applications page – Submitted Applications tab**. The **Fill Evaluation** button appears in the Edit column after sending the task.

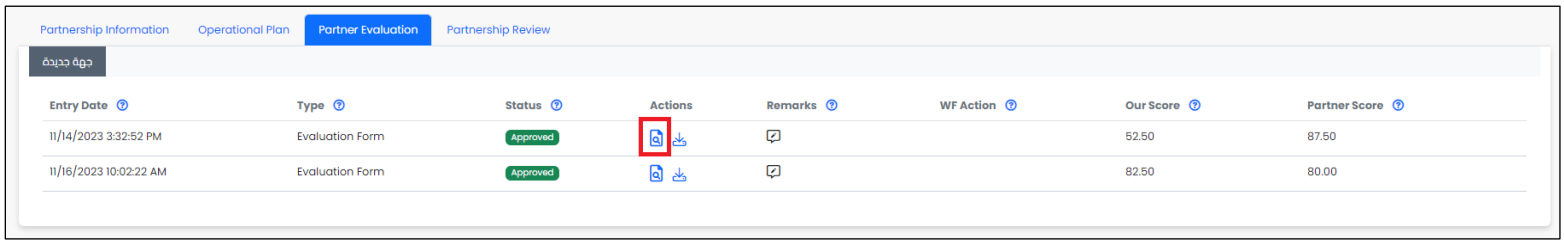


After clicking the **Fill Evaluation** button, the evaluation form will open to fill out the evaluation form.

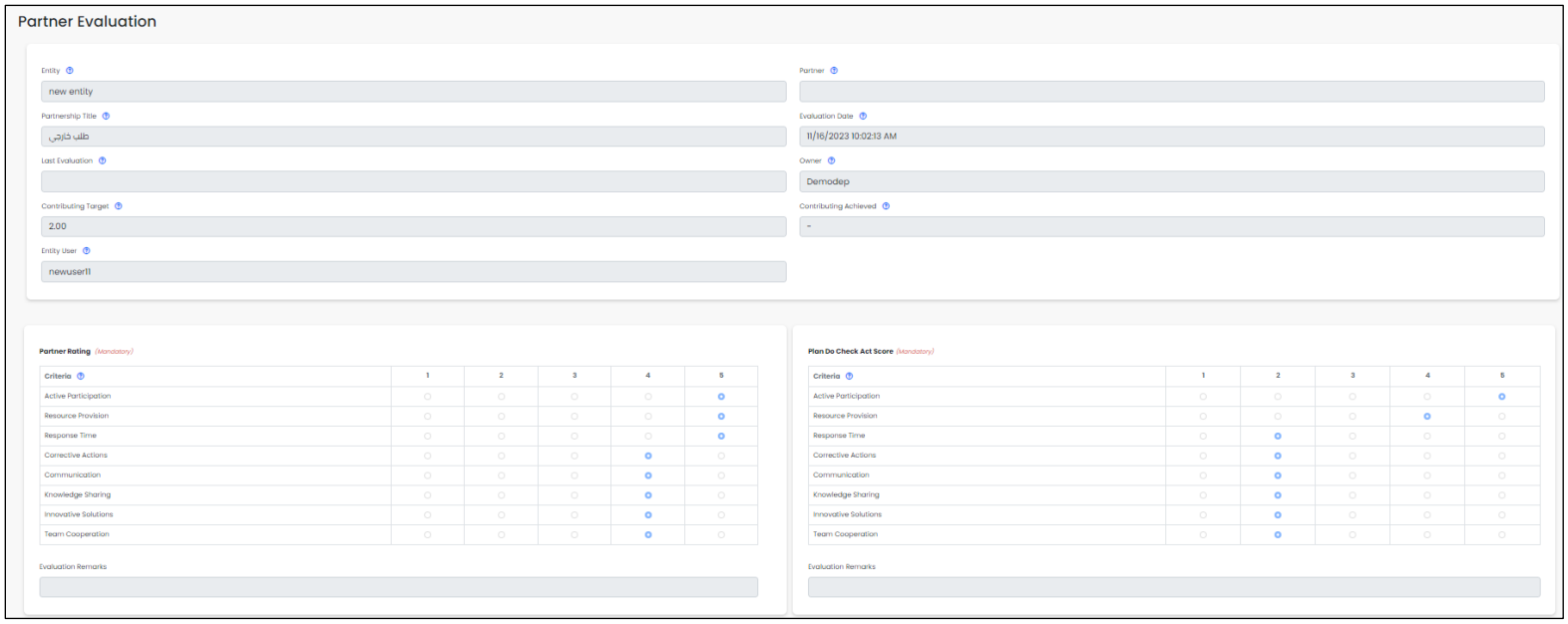
After filling out the results of all criteria and adding notes, the external user can save the data by clicking the **Save** button.

The Partner Evaluation tab provides an important set of features, which are:

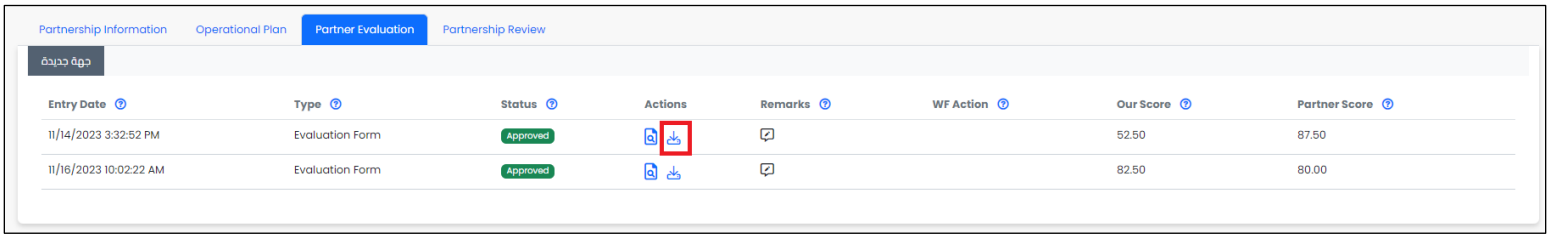
- **Review the evaluations**: The system allows the external user to review evaluations through the **View** button in the Action column.



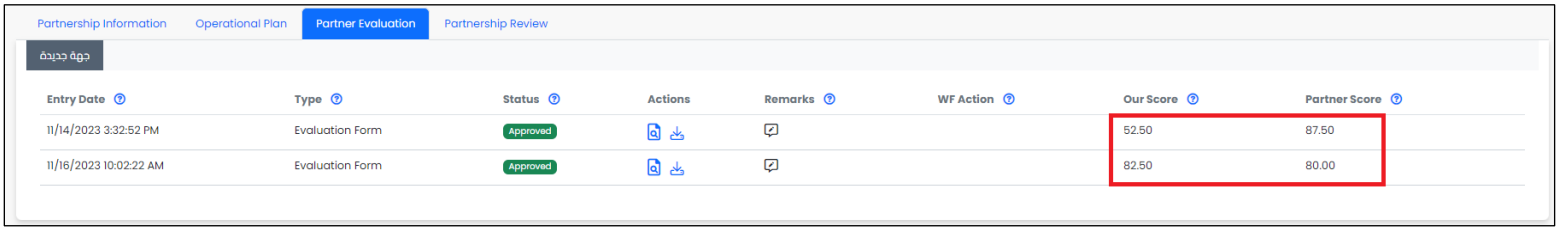
After clicking the **View** button, the evaluation form will be displayed.



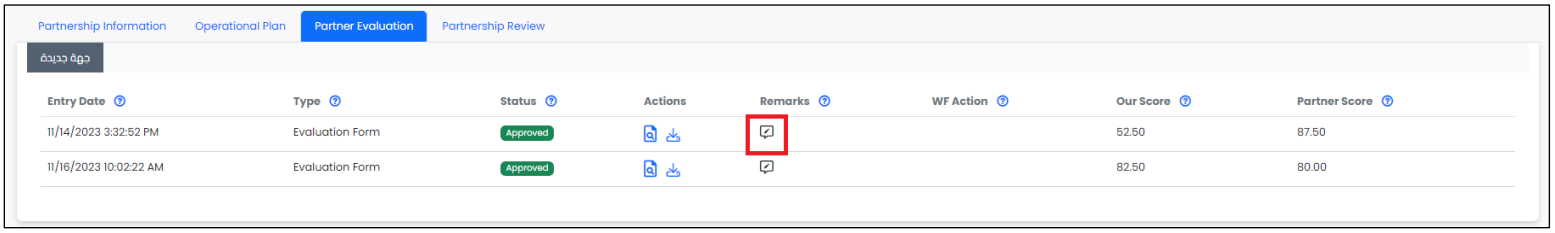
- **Download the evaluation report in PDF format**: The system allows the external user to download and print the evaluation report through the **Download** button in the Action column.



- **Review the results of the partner and client:** The system allows the external user to know the evaluation results directly easily and quickly from the table through the columns of the partners' score and our score.



- **Reviewing notes:** The system allows all external users to review notes added to the evaluation through the **Remarks** icon available in the Remarks column.

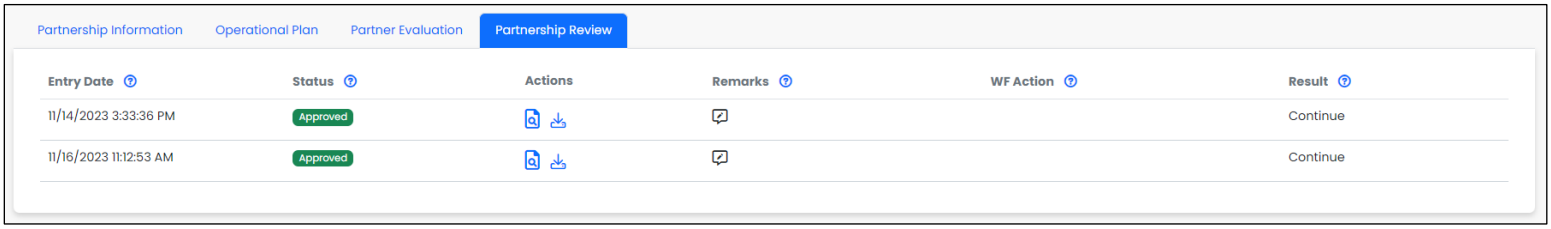


11. Partnership Review

After a specified period of the partnership or at specified times, the client reviews the partnership to ensure the achievement of the intended objectives and to identify any impediments in the process, to work on removing them and improving the situation to achieve the best service.

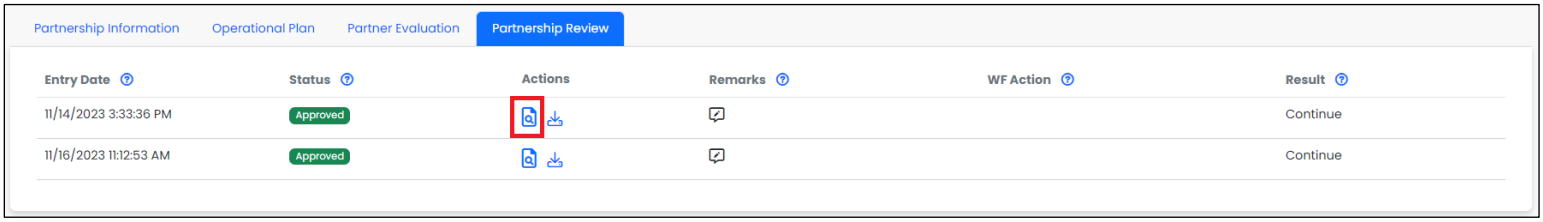
The **partnership review** of the partnership can be accessed by clicking on the **Partnership profile** menu in the main menu and then clicking on the **View profile** button next to each partnership. After the partnership profile of the partnership appears, the **partnership review** tab is selected.

The **partnership review** tab contains a table that displays the reviews conducted for the partnership.

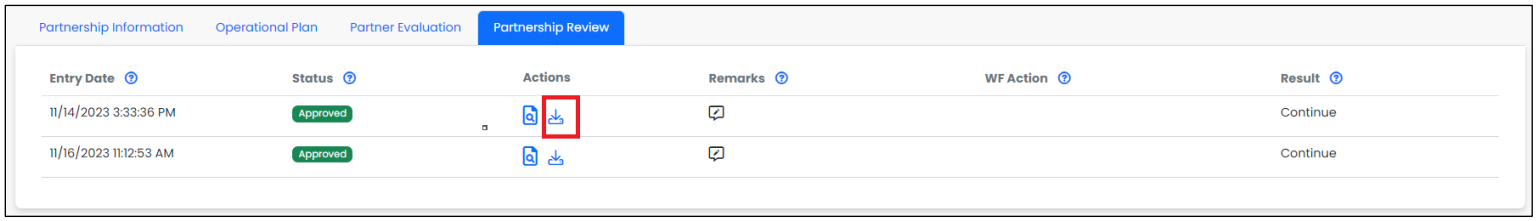


The partnership review tab provides an important set of features, which are:

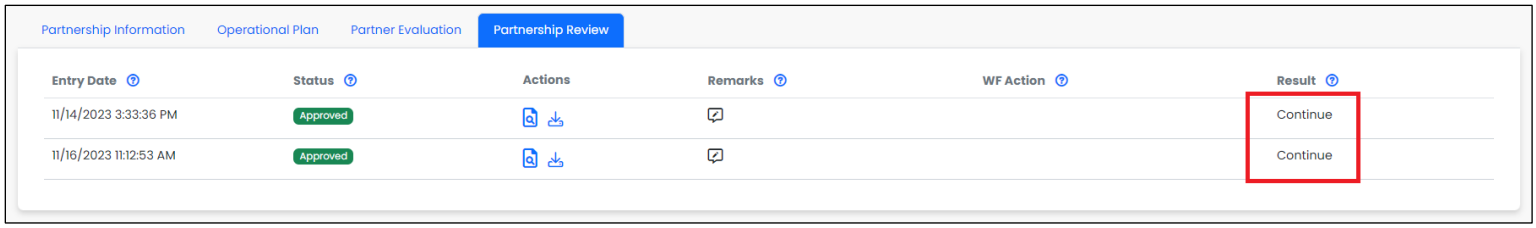
- **Review the reviews:** The system allows the external user to review reviews conducted through a **View** button in the Action column. After clicking the **View** button, the review form will be displayed.



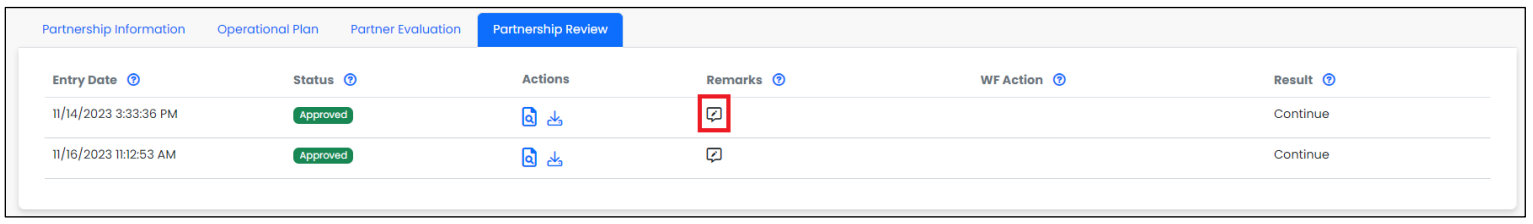
- **Download the review report in PDF format:** The system allows the external user to download and print the review report through the **Download** button in the Action column.



- **Review the review result:** The system allows the external user to know the review results directly easily and quickly from the table through the Result column.



- **Reviewing notes:** The system allows all external users to review notes added to the review through the **Remarks** icon available in the Remarks column.



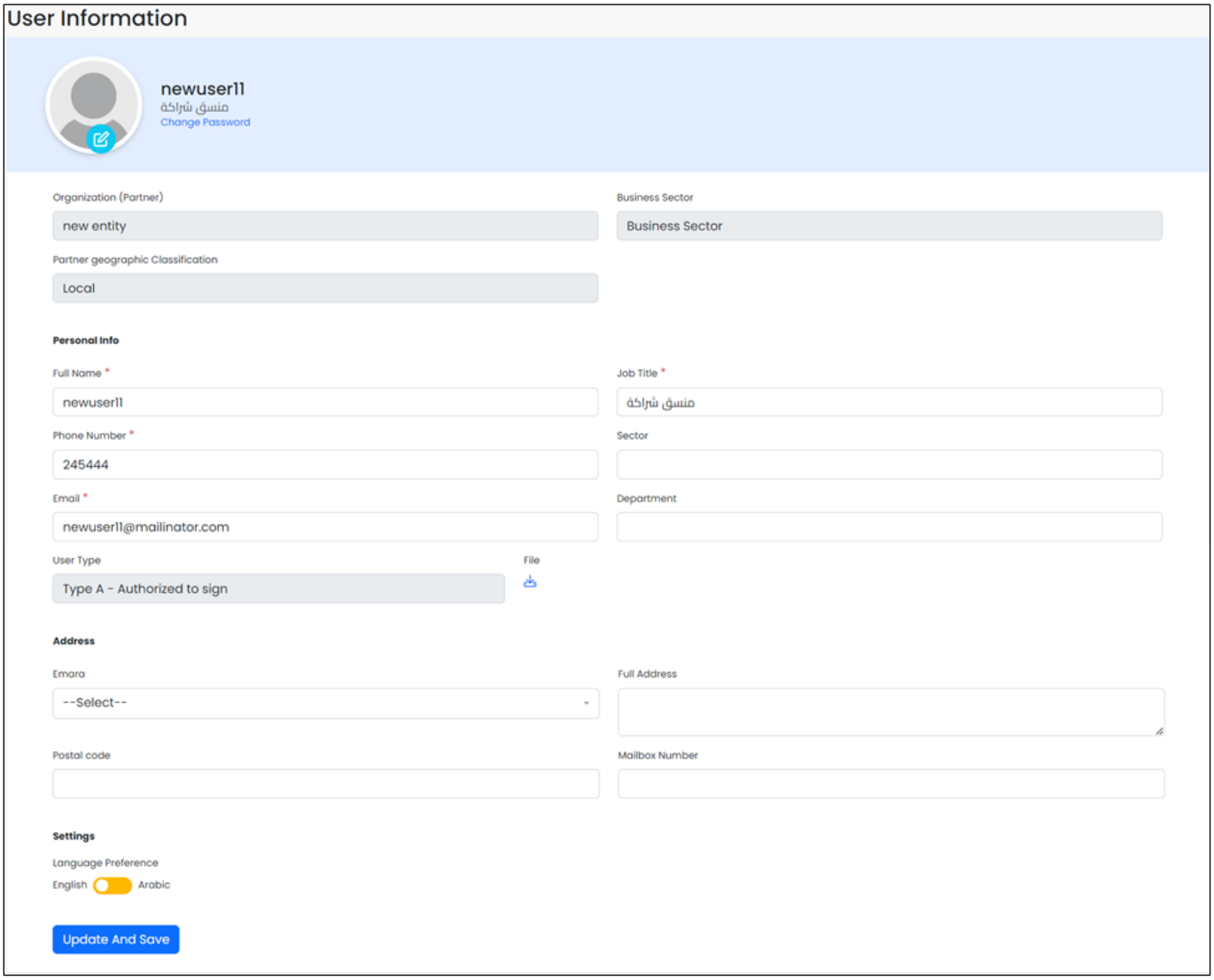
12. User Profile

The **User Profile** page can be accessed by clicking on the user's name in the upper bar.

The page contains the user's main information, and the user can fill in or edit the information and then click the **Update and Save** buttons.

The user can also edit their password from this page by clicking the **Change Password** button.

The user can also control the system language on this page, where they can change the language between Arabic and English.



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