Technical Support Request

Services provided by FAHR to support the federal entities by answering their inquiries and remarks related to HR E-procedures and receiving the technical support requests related to Bayanati systems, including the following systems along with any other systems to be added subsequently to the platform: 1. Core-HR 2. Self Service for Human Resources 3. Security Clearance for Entities using Web 4. Security Clearance for Entities using Bayanati 5. Security Clearance for Local or private Entities (not using Bayanati) 6. FAHR Smart Application 7. Performance Management System 8. User Management 9. Strategic Workforce Planning 10. Time and Attendance System 11. Business Intelligence Reports 12. Learning Management System (LMS) 13. I-Recruitment 14. Permits System 15. Integration with Autonomous Authorities via (ESB) 16. Discoverer Report

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Start service link

https://www.fahr.gov.ae/CRM/en/fahr-services?groupName=Supporting%20Customers%20%20in%20Using%20Bayanati%20Systems

Service process

Log in using your UAE Pass account, Fill-in the form and attach the required documents (If any), FAHR will review the application, Provide the response to the customer

service conditions

Each employee should have a username and password for the Bayanati system or any linked systems

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Each employee should have a username and password for the Bayanati system or any linked systems

Service completion duration

35 working hours

Service fees

Free

Service channels

- Call Center, FAHR App, Customer Happiness System

Service target audience

Departments at the Entities (FG,Local Gov ,Privet)

Service classification

G2C, G2G