

# User Guide – Customer Unified Profile



Revision and Signature
Content
About the Project:
Purpose of the Document:
1. Signup
2. Reset Password
3. Consumer (individual) Account Registration9
4. Trader (Corporate) Account Registration11
5. Dashboard



# About the Project:

The project aims to unify the "Signup" process to SASO's services through a unified account. After login to the customer's account, the user can view a control panel that contains all transactions and orders made by the user. The user can also view a set of statistics about the current status for the user's orders and certificates.

# Purpose of the Document:

This document gives basic information on how to register (signup) and create an account in the unified service portal, how to log in, either by the normal way or through the unified access service, and how to reset the user's password.

The document also sheds light on the account's dashboard and its contents, including orders, certificates, invoices, etc.

# 1. Signup

• Brief Summary

The user can sign up to the system using his unified email and password, or through the unified access service (for citizens or residents of the Kingdom of Saudi Arabia).

• Procedure

When the user clicks the link of SASO's unified service portal, the system will display the following screen:

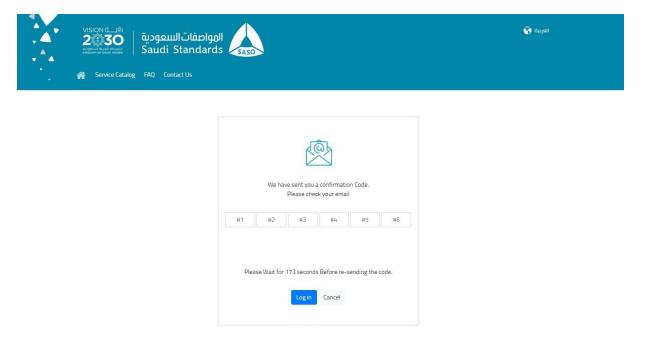
	المواصفات(السع li Standards Standards	کې فڼیوا
Email Password Verify Login with © Email O SMS O Bol Sign In Do not have an account y	Forget Password ?	Visit         Visit           Attional Information Center         Attional Information Center           Databaa Single Sign-On; to benefit from the e-services provided by the saudi standards - SASO.         Attional Single Sign-On; to benefit from the e-services provided by the saudi standards - SASO.

Where the user can sign up using one of the following two methods:



- E-mail and Password, through the following steps
  - 1. Enter your email and password
  - 2. Determine the method of sending the verification code (OTP)
  - 3. Click "Signup" button

4. The system will send the verification code (one-time password) if the signup information is correct, as shown on the following screen:



5. Enter the verification code (the code sent to you, whether to the e-mail or mobile number (according to the method that you determined)).

6. The system will direct the user to the Dashboard if verification is successful.

• Unified Access iam

1. Click on the "Register through Unified Access" button.

2. The system will direct the user to the unified access service at the following link: <u>https://www.iam.sa/authservice//userauthservice?lang=ar</u>

3. Enter register data into the unified access service. If the authentication is successful, the system will move to the unified service portal and display the dashboard.

4. The identity data of your account on the portal must be up-to-date. The system may refuse your signup through the unified access service in the event that your identity data is not registered in your unified account with SASO.



Also, the status of your account should be "active" in order to be able to sign up to the system, as there are various status for your account

• Account Status "Inactive"

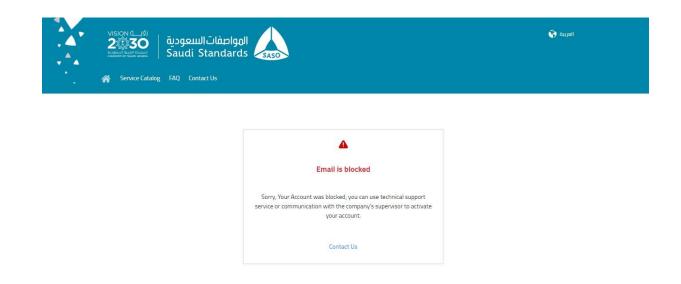
The system will display the following screen:

واصفات السعودية عند عندي من المعندي المعندي واصفات السعودية Saudi Standard		العربية 🚱
. 😤 Service Catalog FAQ Contact Us		
	Activate your account Email	
	dghvx@gurumail.xyz	
	Sorry, your account is in-active, you can request an activation link.	
	Send Activation Mail Cancel	

- 1. Check your email and click on the "Send Activation Email" button.
- 2. The system will send an email containing the activation link.
- 3. Click on the activation link.
- 4. The system will activate your account.
- Account Status "Suspended"

The system will display the following screen:





1. You must contact the system administrators or the company's supervisor (in case your account is a corporate account).

## 2. Reset Password

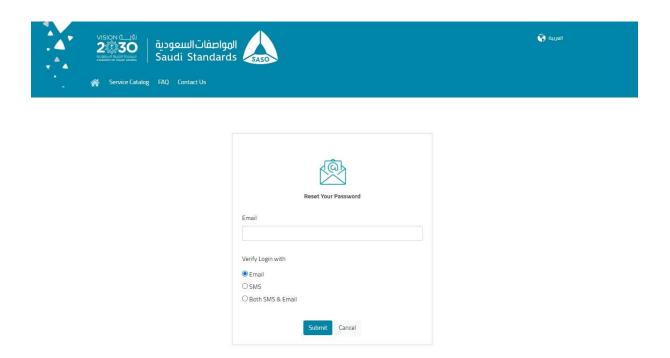
• Brief summary

The service aims to help the user create and save a new password in the event that the user has forgotten his password, or if the user is a registered user of the old system and wants to create a password on the unified services platform

• Procedure

The user can click the link of the unified service portal and clicks on the "Forgot Password?" button. The system will display the following screen:



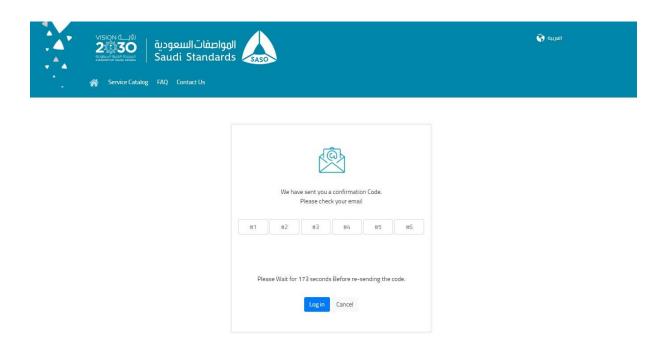


Where the user can reset the password if the account status is "active" through the following steps:

- 1. Enter your email
- 2. Determine the method of sending the verification code (OTP)
- 3. Click on the "Confirm" button.

4. The system will send the verification code (one-time password) if the email is valid, as shown on the following screen:





- 5. Enter the verification code
- 6. Click on the "Confirm" button

7. The system will display a screen to reset the new password, in case the verification is successful:

	المواصفاتالسعودية Saudi Standards	SASO	العربية 🚱
A Service Catalog	FAQ Contact Us		
		-	
		Password	
		Confirm password	
		Reset Cancel	

- 8. Enter the new password.
- 9. Enter the new password again for confirmation and matching.
- 10. Click on the "Reset" button



11. The system will save the new password for your account, in case the password matches the criteria specified in the system.

12. The systems will display a message showing successful saving and the user can click on the "Login" button.

# 3. Consumer (individual) Account Registration

• Brief summary

The service helps the beneficiary to register on the unified service platform as a consumer (individual) user in order to benefit from the services provided to individuals under one dashboard.

• Procedure

The user can click the link of the unified service portal and clicks on the "Register by Email" button. The system will display the following screen:

Consumer Merchant		
Full Name Arabic*	Full Name English *	
Email Address* This field is required	Password* This field is required	
Country *	✓ 00966 - Mobile Number*	
ID Type *	▼ ID Number *	
ID Expiry Date *	عد الله العالم المراجع (G	

Where the user can register as a consumer (individual) account through following steps:

- 1. Enter the name in Arabic
- 2. Enter the name in English



- 3. Enter your email (unique and not duplicated by the system)
- 4. Enter the password
- 5. Select the country
- 6. Enter the mobile number
- 7. In the event that the selected country is "The Kingdom of Saudi Arabia"
  - a. Select card type
  - b. Enter card number
  - c. Enter card expiry date

8. After entering the card data, where the selected country is "The Kingdom of Saudi Arabia", the system will integrate with the Saudi Post to import the national address data for the beneficiary (the beneficiary must have a unified national address so that he can register with the unified service portal of SASO). If another country is selected, the system will allow the beneficiary to enter the following address data:

- a. building number
- b. street
- c. area
- d. City
- e. Postal code
- f. Additional phone number
- g. unit number

9. Review terms and conditions and confirm acceptance thereof.

10. Click on the "Register" button, and if you have an account on the portal, you can click on the "Login" button.

11. The system will take the following steps:

a. Verify the data and that the email is not previously registered in the system.

b. Save account data for the user with the job "Individual User" with the status "Inactive".

c. Create a valid activation link for the user.

d. Send an email to the user with the activation link.



12. Access your email and then click on the activation link sent to you. The system will update your account status to "active" and t direct you to the login screen.

## 4. Trader (Corporate) Account Registration

• Brief summary

The service helps the beneficiary to register on the unified service platform as a merchant (corporate) user to benefit from the services provided to companies under one dashboard.

• Procedure

The user can click the link of the unified service portal and clicks on the "Register by Email" button and then click on "Merchant" button. The system displays the following screen:

Consumer Merchant				
Merchant Location *		<ul> <li>Merchant Type*</li> </ul>		*
_CR Number*		CR Expiry Date *		<mark>ريس G</mark> H
Company Name Arabic*		Company Name Engli	sh*	
_Contact Person Name*		Contact Person Mobile	e*	
Country* Saudi Arabia			er	
PO Box		Fax Number		
Company Email*		Website		
National Address				
Building Number	Street *		District *	•
City *	✓ Zip code		Additional number	



Where the beneficiary can register as a merchant (corporate) account by adding the company's data and then adding the personal data of the account owner, who can be the company's supervisor or an employee of the company, through the following steps:

1. Determine the account type (the location of the company [trader inside Saudi Arabia, trader outside Saudi Arabia])

2. Determine the company type [supplier, factory]

3. In the event that the account type is "trader inside Saudi Arabia" and the company type is "factory", commercial register number, e expiry date of commercial register, industrial register number and expiry date of industrial register must be entered.

4. In the event that the company type is "supplier", the commercial registry number and the expiry date of the commercial registry must be entered.

5. After entering the commercial register number and the expiry date of the commercial register, where the account type is "a trader inside Saudi Arabia" and the company type is "supplier" the system will integrate with the Ministry of Commerce to import the company's data (the beneficiary cannot modify the retrieved data except for "The Company name in English").

6. Enter contact data (contact official name and phone number)

7. Enter additional company data

a. The country (in the event that the account type is "a trader inside the Kingdom," the system automatically selects the country "The Kingdom of Saudi Arabia." Otherwise, the beneficiary can choose the country.

- b. mobile number
- c. P.O Box
- d. fax number
- e. Company's email
- f. website

8. After entering the commercial or industrial registry data, where the selected country is "The Kingdom of Saudi Arabia" the system will integrate with the Saudi Post to import the company's national address data (the company must have a unified national address so that it can register with the unified service portal of SASO. If another country is selected, the system will allow the beneficiary to enter the following company address data:

- a. building number
- b. street
- c. area



- d. city
- e. Postal code
- f. Additional phone number
- g. unit number

9. When the user clicks on the "Next" button, the system will display a screen to enter the personal data of the account owner, whether as a supervisor or employee of the company:

Consumer Merchant			
Merchant Location * Merchant Out of KSA		-	
Full Name Arabic *		Full Name English *	
Email Address*		Password* This field is required	
Country *		• 00213 - Mobile Number	•
National Address			
Building Number	Street *		Zip code
Additional number	Other City*		Other District*

- 10. Enter the name in Arabic
- 11. Enter the name in English
- 12. Entering the email (unique and not duplicated by the system)
- 13. Enter the password
- 14. Select the country
- 15. Enter the mobile number



16. In the event that the selected country is "The Kingdom of Saudi Arabia"

h. Select card type

i. Enter the card number

j. Enter the card expiry date

17. After entering the card data, where the selected country is the "Kingdom of Saudi Arabia", the system will integrate with the Saudi Post to import the national address data for the beneficiary (the beneficiary must have a unified national address so that he can register with the unified service portal of SASO). If another country is selected, the system will allow the beneficiary to enter the following address data:

- k. building number
- 1. street

m. area

n. city

- o. Postal code
- p. Additional phone number

q. unit number

18. If you want to return to the company data screen, you can click on the "Previous" button.

19. Review the terms and conditions and confirm acceptance thereof

20. Click on the "Register" button, and if you have an account on the portal, you can click on the "Login" button.

21. The system will take the following steps:

a. Verify the data and that the email is not previously registered in the system.

b. Verify whether the commercial or industrial registry number is already registered in the system.

a. If the number is not registered, the system will save the user's account with the job "Company Supervisor" and save the company's profile with the status "Inactive".

b. If the number is registered, the system will save the user's account with the job "Business User" (Employee) associated with the company.

c. Save a user's account with the status "Inactive"

- d. Create a valid activation link for the user.
- e. Send an email to the user with the activation link.

22. After the user accesses his email and clicks on the activation link sent to him, the system will update his account status to "Active", and update the company's status to "Active" if the user's job is "Company Supervisor" and direct the user to the login screen.

# 5. Dashboard

• Brief summary

The service helps the beneficiary to follow up and manage his orders and outputs (certificates, posters, etc.), review invoices, manage profile data, and view the most important events, news and activities of SASO.

• Procedure

After the successful login, the system directs the user to the user's dashboard. The system displays the following screen:



E-Services Service Catalog FAQ					
ah 🖍	Most Requ	lested Services			
Requests 2 Completed 3 Pending	Reque	est a New Car Inspection	Wasif	+ Add Your Favorite service here	
60% O Cancelled	My Reque	sts	All Status	✓ Appl	y Filter
You have ( 0 ) Certificates Ready	ID	Service Name	Status	Requested Date	Action
and approved You have ( 0 ) Certificates Expiring	685	Training Center - course registration	Pending Payment	14 Sep 2021	
Soon.	681	Car Updated Request	Pending Payment	14 Sep 2021	
You have (0) Certificate Expired	680	Car Updated Request	is Draft	14 Sep 2021	
	678	Wasif	Pending Payment	13 Sep 2021	
Latest News	672	Wasif	Request Submitted	13 Sep 2021	
کاری التسجیل الدوامفات تلزم بالتسجیل	Certificates No Data Available		Have a Question FAQ	Conta	ct Us
Events				÷	$\rightarrow$
Workshop on "Technical Regulation for Trailers and Semi -Trailers" in					

The dashboard contains the following sections:

Section	Description
---------	-------------



Main Bar	It contains a set of icons that help the user to quickly access some sections of the system
Most Ordered Services	It contains a list of the most ordered services with the ability to add/delete a service to and from the list.
My orders	It contains a table of the user's orders with the ability to follow up on the order according to its status
My Invoices	It contains the current invoices for orders.
Profile Data Management	It contains user account data (or corporate account data in case of "company supervisor" or "employee") with the possibility of modifying some data.
Statistics for Orders	Is displays statistics about the user's order in the services in which the user is registered.
Statistics for Certificates	It displays statistics about the certificates that the user has in the services in which the user is registered.
Certificates	It displays a list of certificates that the user has in the services in which the user is registered.
News	It displays a list of the latest news.
Events	It displays a calendar list of upcoming events.
FAQ	It allows the user to be redirected to the FAQ portal.
Contact Us	It allows the user to be redirected to the Contact Us service on SASO's website.



The main bar contains a set of the following icons:



1. "Home" icon: when you click on it, the system will direct you to SASO's website.

2. "E-Services" button: when you click on it, the system will direct you to the electronic services screen available in the unified services portal (the current system).

3. "E-Services Guide" button: when you click on it, the system will direct you to the services guide screen on SASO's website.

4. "FAQ" button: when you click on it, the system will direct you to the frequently asked questions screen on SASO's website.

5. "Contact Us" button: when you click on it, the system will direct you to the "Contact Us" service screen on SASO's website.

6. "Main" button: when you click on it, the system will direct you to your dashboard in the system.

#### Most Ordered Services

The system displays services according to the type of user account [consumer, trader]. The user can add the most ordered "favorite" services to directly access them r through the dashboard, as shown in the following screen:



	الصفات السعودية   عني المالية	4		ŵ 💷 🛱 🗗 🗗
<b>*</b>	Report of August August Standar	Add to Favourite		
	E-Services Service Catalog FAQ Cor Oashboard		<u>م</u>	
	Dasinboard.	Expand All Collapse All		
	ah 🖊	WASEF	~	
	Requests 2 Completed	Car Service	~	
	401 B Pending	Training Center	~	Add Your Favorite service here
	ora Cancelled	Membership	~	
			•	✓ Apply Filter
	You Trave (0) Certificates Ready and approved	Close		Requested Date Action
			Pending Paymen	14 Sep 2021

The user can add/delete services from the "Favorites" as follows:

1. search for a service

2. by clicking on the "Add" icon, the system will add the service to the "Favorites", and display the "Delete" icon in front of the service name.

3. by clicking on the "Delete" icon, the system will delete the service from "Favorites" and display the "Add" icon in front of the service name.

#### \* My Orders

1. The system displays a table with the latest five orders for the user. The table contains the columns: order number, service name, order status, order date, procedure (according to the order status).

ID	Service Name	Status	Requested Date	Action
585	Training Center - course registration	Pending Payment	14 Sep 2021	
581	Car Updated Request	Pending Payment	14 Sep 2021	0
580	Car Updated Request	is Draft	14 Sep 2021	0
578	Wasif	Pending Payment	13 Sep 2021	
572	Wasif	Request Submitted	13 Sep 2021	

2. The user can filter orders according to status



3. The user can take action according to the status of the order. The user can click on the "View all" button.

4. The system displays a screen with all the current orders of the user in order from the newest to the oldest, as shown in the following screen:

203	فات السعودية 🗧 🖸	المواطن dards معدم		�È₽₽ ⊡			
		uarus saso					
춤 E-Ser	vices Service Catalog FAQ	Contact Us					
Dashboard > E	-Services > My Requests						
← Type in	a keyword	All Status	✓ System Type	~	Apply Filter		
			I. Frank Market				
ID	Service I	Name	Status	Requested Date	Requested By		
ID 685	Service I Training Center - co		Status Pending Payment	Requested Date	Requested By		
		ourse registration		18			
685	Training Center - co	ourse registration d Request	Pending Payment	14 Sep 2021	ah		
685 681	Training Center - co Car Updated	ourse registration d Request d Request	Pending Payment Pending Payment	14 Sep 2021 14 Sep 2021	ah	•	
685 681 680	Training Center - co Car Updated Car Updated	ourse registration d Request d Request sif	Pending Payment Pending Payment Is Draft	14 Sep 2021 14 Sep 2021 14 Sep 2021	ah ah ah	•	

- 5. The user can search for any order using "service name".
- 6. The user can filter display items by order status and order type.
- 7. The user can select any order in any case and view its details.
- 8. The data of an order with "Temporarily Saved" status can be completed.

#### \* My Invoices

- 1. The user can click on the "My Invoices" icon.
- 2. The system will display an alert for the number of invoices with "Pending for Payment" status.
- 3. The system will display the following screen with the user invoices:



	يفاتالسعودية Saudi Stand	ards			يى 🕄	⊭ Έ 🖁 & ⊡
	Service Catalog FAQ					
From Date	To Date	<u>с.</u> 25 G Н				
E-Services		<ul> <li>Invoice Status</li> </ul>		-	Your SADAAD ID is	
		s	earch	Cancel		
Invoice Id	Service	SADAD Id	Status	Invoice Total 🕆	Invoice Date	
125529	Wasif	102144310636624	Paid	1182 SAR	13 Sep 2021	Pay Now View
125531	Wasif	102144310644556	Paid	1182 SAR	13 Sep 2021	Pay Now View
125533	Wasif	102144310652350	Pending for Payment	676 SAR	13 Sep 2021	Pay Now View
125534	Car Service	101144310747735	Pending for Payment	300 SAR	14 Sep 2021	Pay Now View
125537	Training Center	110144310844514	Pending for Payment	150 SAR	14 Sep 2021	Pay Now View
				Items per	page: 10 💌 1-5 of 5	I< < > >I

4. invoices can be searched for using payment number

5. The display items can be filtered using "service name, from date: to date, invoice status". If the user is "Company Supervisor", he can filter using "order by".

6. The user can cancel the search process and view all results by clicking on the "Cancel" button.

7. The user can select any invoice in any status and review its details.

8. The user can click on the "Pay" button, and the system will direct the user to a screen to complete the direct payment process.

9. The system will deactivate the "Pay" button when the invoice status is paid or expired.

#### Profile Data Management

1. The user can manage his profile data by clicking on the "Profile" button.





2. The system will display a screen that contains a side list of the sub-sections of the profile, which are as follows:

a. Personal data: It contains the personal data of the user.

Personal Info	Personal Info				
Additional Service Information	* Full Name Arabic احمد		Full Name English Ahmed		
	Email Address* dwaynec92@jdecorz.com		Country* Serbia		-
	Mobile Number* 00381 - 31232312				
	National Address				
	Building Number	Unit Number		Street * st	
	Other District* di	Other City*		Zip code	

i. The user can update and modify his personal data, except for email.

ii. If the county selected is "Saudi Arabia" and the user's national address is not registered, the user must enter the identity data and integration will be made with the Saudi Post to retrieve the national address data.

iii. The Saudi user must have a national address in order to use SASO's services.

iv. If the country selected is "Saudi Arabia", the user cannot modify the national address data.

b. Corporate account management: It contains the accounts of the company's employees and is displayed for the user with the job "Company Supervisor", as shown in the following screen:





Personal Info						
Merchant Account	ID	Name		Status	Deactivate Employee	Edit
Merchant Information	65653	reem	Company Supervisor	Active	Activate DBlock	
Additional Service Information	65654	Emay	Business user	Active	Activate DBlock	1
Additional Service Information	65684	reem	Business user	Active	Activate Dock	1
	65706	bus user	Business user	Active	Activate Dlock	1
	65724	reem	Company Supervisor	Inactive	Activate Dlock	1
	65725	reem	Company Supervisor	Active	Activate DBlock	1
	65742	Buser	Company Supervisor	Active	Activate Block	

i. The company supervisor can add an employee by clicking on the "Add Employee" button. The system will display the following screen:

A VISIO					
	User Info			×	
*. A* E	Email Address *		User Role *	<u> </u>	
	Full Name Arabic *		Full Name English	- 1	
Pe M	Country * Saudi Arabia	•	00966 - Mobile Number *	- 11	
M	ID Type *		ID Number *	-11	
	ID Expiry Date *	<del>لا ال</del> 25 G H			
	National Address				
	Building Number	Unit Number	Street	······ •	
		1			

ii. The user will enter the employee's data and select the "user role" (supervisor or business user) and then click on the "Save" button. The system will save the data and send an email to the user containing "user name and account type" and an activation link to reset the password.

- iii. The company supervisor can modify the data of any employee.
- iv. The company supervisor can suspend or reactivate an employee account.

c. Company data: It contains company data and is displayed in the "read-only" mode for the user with the job "business user" (an employee of the company), and in the "edit mode" for the user with the job "company supervisor".



E-Services Service Catalog FAQ	) Contact Us	
Personal Info Merchant Account	Merchant Information Merchant Business Location Outside KSA	Methant Type Importer
Merchant Information Additional Service Information	CR Number* 1512161310	CR Expry Date * 2021-10-10
	Company Name Arabic * قلیک میل	Company Name Englah* water company
	Telephone *	Fax Number
	PO Box	Consum Email* reema7med.88@gmail.com
	Website	
	Contact Person Name *	00966 - Mobile Number*
	National Address	_
	Country *	✓ Building Number
	Unit Number Street *	Other District *

i. The company supervisor can modify the company's data except for "the company's location, company type, commercial registration number, commercial registration expiry date, company name in Arabic, and company name in English".

ii. If the country selected is "Saudi Arabia" or another country the user cannot modify the address details.



d. Additional information (related to services): it contains some mandatory fields that must be available in the user's account so that he can use a specific service, as shown in the following screen - membership service.

باتالسعودية عنه مستقلم وقل vision 4 عات السعودية Saudi Stan	المواصف dards	ا ئ <sup>0</sup> <mark>6</mark> يىنى 10
A E-Services Service Catalog FAQ		
Personal Info Merchant Account Merchant Information Additional Service Information Membership Wasif Services	Additional Service Information Membership Registration Category Code * Building Materials And Constructions Update Cancel	SubCategory Code * Building Materials And Constructions

#### \* Statistics for Orders

The system displays statistics about the status of the user's orders in the services in which the user is registered.

- Number of completed orders.
- Number of pending orders.
- Number of canceled orders.

Requests



#### ✤ Statistics for Certificates

a. it displays statistics about the certificates that the user has in the services in which the user is registered.



- Number of unexpired certificates.
- number of certificates that are about to expire.
- Number of expired certificates.



b. You can click on any item in the statistics, and the system will display a screen with certificates according to the status of the selected certificate, as shown in the following screen:

2	1091 30 1941 (\$1001) 54001 ARABIA	المواصفاتالسعودية Saudi Standards	SASO		ଡ଼େଲ 📜 🗳 େ 🕞			
		Service Catalog FAQ Contact Us						
Туре	in a keywor	rd	System Type		~	Аррһ	/ Filter	
Туре	in a keywor	rd	System Type		~	Аррі	/ Filter	
Type ID	in a keywor	.d.,	System Type	Status	✓ Creation Date	Apply Expiration Date	r Filter Requested By	
				Status				±
ID	Name		System Type	_	Creation Date	Expiration Date		* *

a. certificates can be searched for using "certificate name" and display items can be filtered using "system type".

- b. The certificate can be downloaded by clicking on the "download" icon next to the certificate.
- c. The system will download the certificate to the user's device in PDF format.

#### ✤ Certificates

a. It displays a table contacting the four most recent user certificates in the services in which the user is registered

b. You can click on the "View all" button, and the system will display a screen with all user certificates, as shown in the following screen:



2	vision () 2230 المواصفات السعودية Saudi Standards						ଡିଲ ຊୂ <mark>6</mark> 60 ြ		
		s Service Catalog FAQ Con vices > My Certificates	itact Us						
, –			Charles	~	System Type		~	Apply Filter	
← Ty	pe in a ke	yword	Status		System type		-	Арріу Рісег	
ID	Nar	ne		tem Type	Status	Creation Date	Expiration Date	Requested By	
	Nar	ne	Sys		Status	Creation Date 06 Nov 2021			<u>+</u>
ID	Nar 74	ne TQM	Sys Tra	tem Type	Status		Expiration Date		<u>*</u>

c. Certificates can be searched using "certificate name" and display items can be filtered by "system type, status."

d. You can search and download any certificate as described before (Statistics for Certificates).

#### News

a. It displays a list of the latest news.

Latest News	
SASO	N
بواصفات القياسية لصناعات واقتصاديات	اعم أساسى
حافظ الهيئة السعودية والمقاييس والجودة عان القصبي, فعاليات	للمواصقات
ىان السطيي, للغاليات ابع للمواصفات في	

- b. You can view the details of any news by clicking on the news.
- c. The system will direct the user to the news details screen on SASO's website.

#### Events

a. It views a calendar list of upcoming events.





- b. You can view the details of any event by clicking on the event.
- c. The system will direct the user to the event details screen on SASO's website.
- \* FAQ
  - a. Frequently asked questions about SASO's services can be viewed by clicking on the "FAQ" icon.



b. The system will direct you to the FAQ screen on SASO's website.

#### Contact us

a. You can contact SASO's technical support service by clicking on the "Contact Us" icon.





b. The system will direct you to the "Contact Us" service on SASO's website.