



Ministry of Municipalities Affairs and Agriculture


User Manual - Steps to follow to login to CRM


Kingdom of Bahrain



Steps to follow to login to CRM

1-Log in to the CRM system by visiting the link <https://eservices.mun.gov.bh/>


CUSTOMER LOGIN 

Sign in with eKey 

A single trusted digital identity for all citizens, gcc and residents

OR



User Name

Password 

[Forgot Password ?](#)

Login

New User ? Register

 Individual  Corporate

2-If the user is a Bahraini citizen/GCC citizen/or Resident, login using the **Sign in with eKey**

eKey Login Page

Login

Personal Number

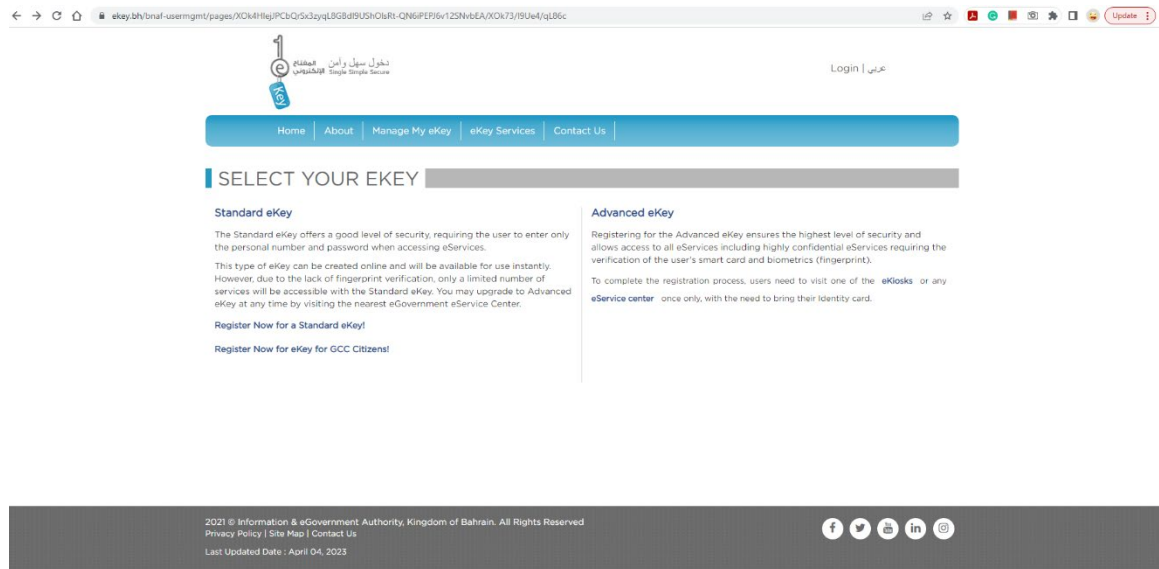
Password

[Forgot Password?](#) [New User? Register](#)

SIGN IN



3-if the user is not registered using eKey, click on the **New User? Register**



4-For standard eKey registration using the personal number, click on [Register Now for a Standard eKey!](#)



← → ekey.bh/bnaf-usermgmt/pages/gdAciUjWtND5w_VR7uBjZabHDWP886u85EpAsRWw/gdA93/5Ep9f/8671

تسجيل دخول آمن
الافتراضي Secure Login

Login | عربي

Home | About | Manage My eKey | eKey Services | Contact Us

STANDARD EKEY REGISTRATION

Simply enter your Personal Number/National ID and Password to use the secured eServices via the numerous channels; such as: Bahrain.bh, Mobile Apps, eGovernment Kiosks and Service Centers. Rest assured with the Standard eKey which guarantees security and grants you access to a range of essential eServices. To set-up your own eKey account, please enter the required information below.

Personal Information Verification Enter Password

Personal Number *

Block No *

Email
username@domain.com

Smart Card Expiry Date *

Day Month Year

Date of Birth *

Day Month Year

Mobile Number *

BAHRAIN(+973)

☐ I'm not a robot

An OTP verification code will be sent to the registered mobile number and email (if registered)

☐ I hereby agree to the [Terms & Conditions](#)

Cancel Continue

5-For standard eKey registration using the GCC citizens, click on [Register Now for eKey for GCC Citizens!](#)

← → ekey.bh/bnaf-usermgmt/pages/L7ExNbPCzb6TP/D6iCakND8aRjw3qyE796_QkFxnUvFN1P2Bwk2GQzQnV62wQ6gmk1PnfFven4ocum5i2LPGCr4kZU_DRHE/L7ES9/4oca7/n0m9a

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EKEY REGISTRATION FOR GCC CITIZENS

GCC nationals who wish to register for the eKey and own a Bahraini ID number, please use it to register in the eKey to securely access the eServices through various channels.

Do you have a Bahraini ID number?

Yes No


If you own a (Standard) eKey account and wish to upgrade it to (advanced) eKey, please visit the nearest eGovernment Service Centre. [Service Centers Addresses](#)

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f t y i n

6-If the user is a Company/Corporate, click on the Corporate button and provide your company details for the registration process.





وزارة شؤون البلديات والزراعة
Ministry of Municipalities Affairs
and Agriculture

CUSTOMER LOGIN

العربية

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User Name

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Login

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Individual Corporate

eservices.mun.gov.bh/index.html

Home العربية Login

NEW CORPORATE REGISTRATION

1 2 3

BASIC INFORMATION

Register as *

☐ Others ☒ Commercial entity

CR Number * Branch Number * Block *

Required Required Required

Commercial Name (Arabic) Commercial Name (English)

Company Type Registration Date

Status Expiry Date

COMMERCIAL ADDRESS

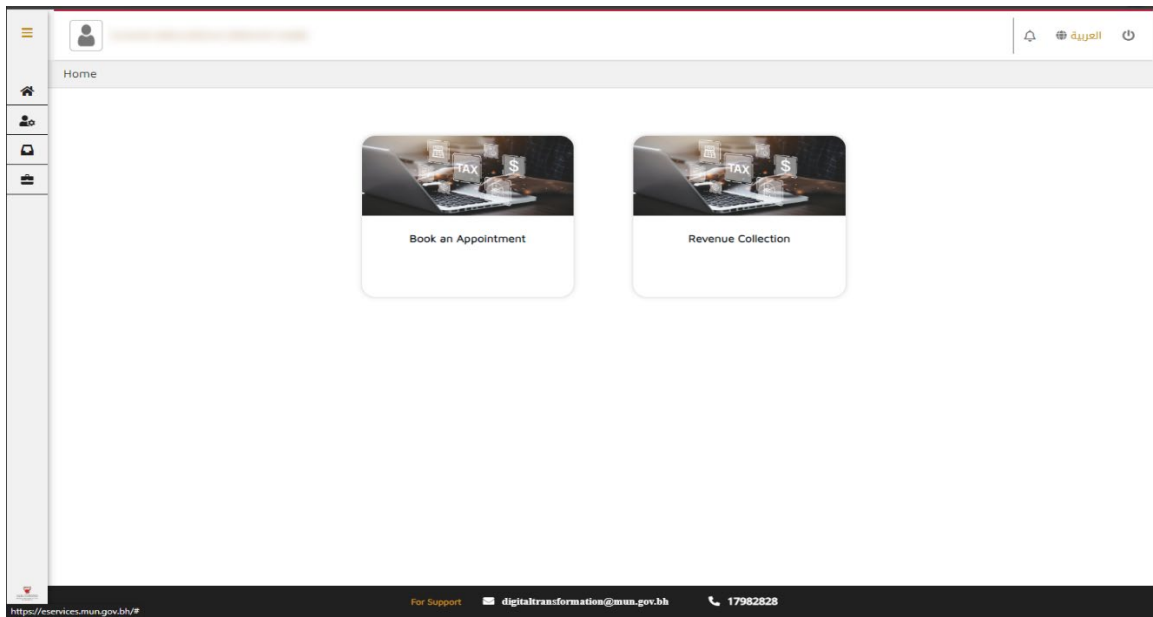
Block Road Building Flat / Shop No.

P.O.Box Phone No. Email

Activities

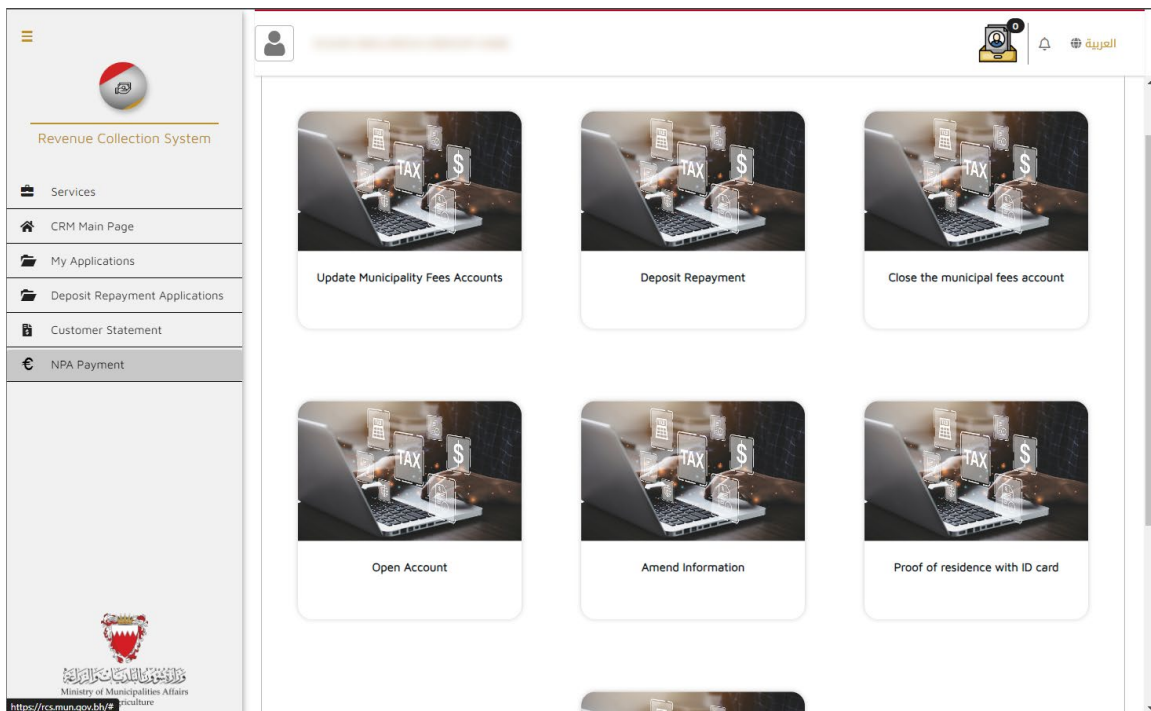
Cancel Next

7-After login to the CRM, Click on E-Services menu in the left side.

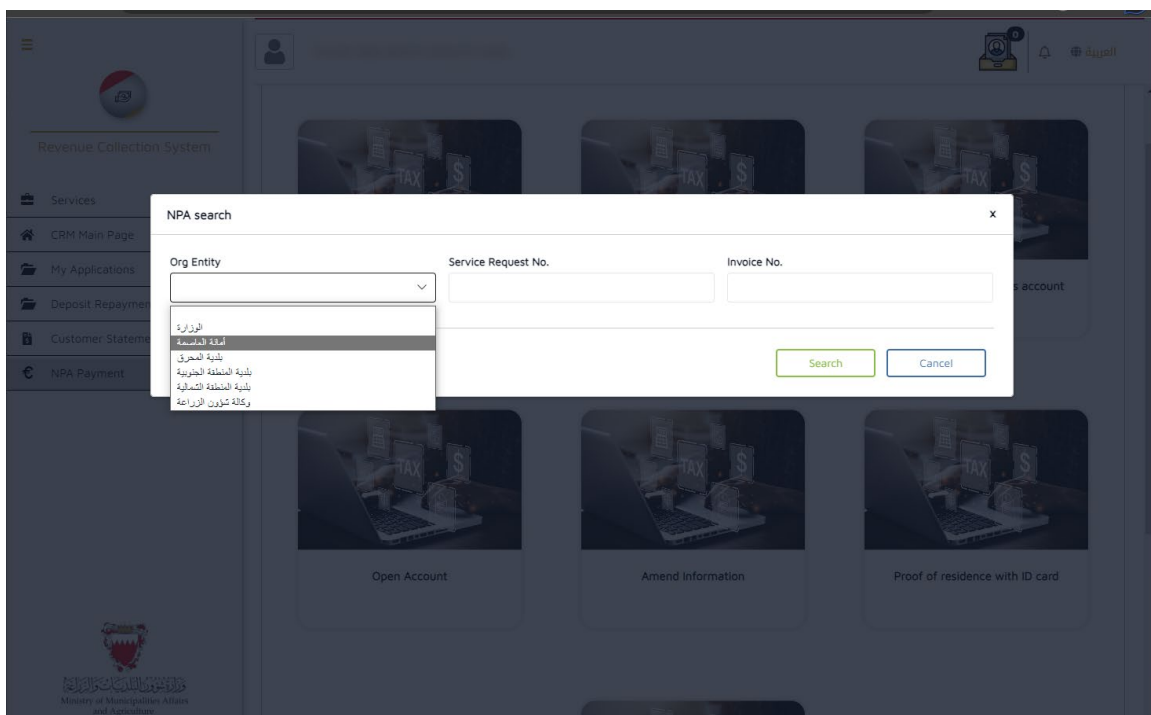


8-Click on RCS (Revenue Collection) service menu from the menu

9-Proceed with the payment.



10- from the side menu click on (NPA Payment).



11- Chose the Entity or insert (Service Request No.) or (Invoice No.) and click Search.



Revenue Collection System

- Services
- CRM Main Page
- My Applications
- Deposit Repayment Applications
- Customer Statement
- NPA Payment**

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and Agriculture

NPA Overview

Pay

Service Request No.	CPR	Org Entity	Contract No.	Invoice No.	Financial ID	Customer Name AR	Customer Name EN	Amount To Be Collected

12- Select the payment from the Table and Proceed with the payment.