

HOW TO REGISTER

(Note: Chiller registration is Mandatory for all the tenants occupying the units.)

1. Sign up as a new user

- a. Visit Deyaar customer portal by clicking on the link <https://customer.deyaar.ae/>
- b. On the dashboard, click **"SIGNUP"** and fill in with required information
- c. OTP will be sent to provided phone number for verification
- d. Once the sign up form is completed, click **"SUBMIT"**
- e. System will send notification to the registered email id, please **"Click Here"** to verify your email address and activate your account.
- f. Once active, click **"LOGIN"** in on link <https://customer.deyaar.ae/> using the registered username and password

2. Add your contract

- a. Visit Deyaar customer portal by clicking on the link <https://customer.deyaar.ae/>
- b. Log in with your username and password
- c. On the dashboard, click **"My Contract"**
- d. Fill in and upload the required documents as mentioned below.

For Landlord

- Copy of Title Deed
- ID proof (Valid Emirates ID or Passport).
- If company, Valid Trade License copy
- VAT Certificate Copy (for Tax Invoice)

For Tenant

- Valid Tenancy Contract front and back (signed by both parties)
- Valid ID proof (Emirates ID or Passport).
- If company, Valid Trade License copy
- VAT Certificate Copy (for Tax Invoice)

3. Once the contract form is completed, system will notify you of the status of your registration.
4. Once approved you will be notified by email and SMS, log in to your account, go to **"My Financials"** on your dashboard and pay the chiller security deposit.
5. Once the Chiller Security Deposit amount is paid, the registration process is now completed.

By accessing the online customer portal, you will be able to view and pay your chiller charges online from the comfort of your home.