

User Module

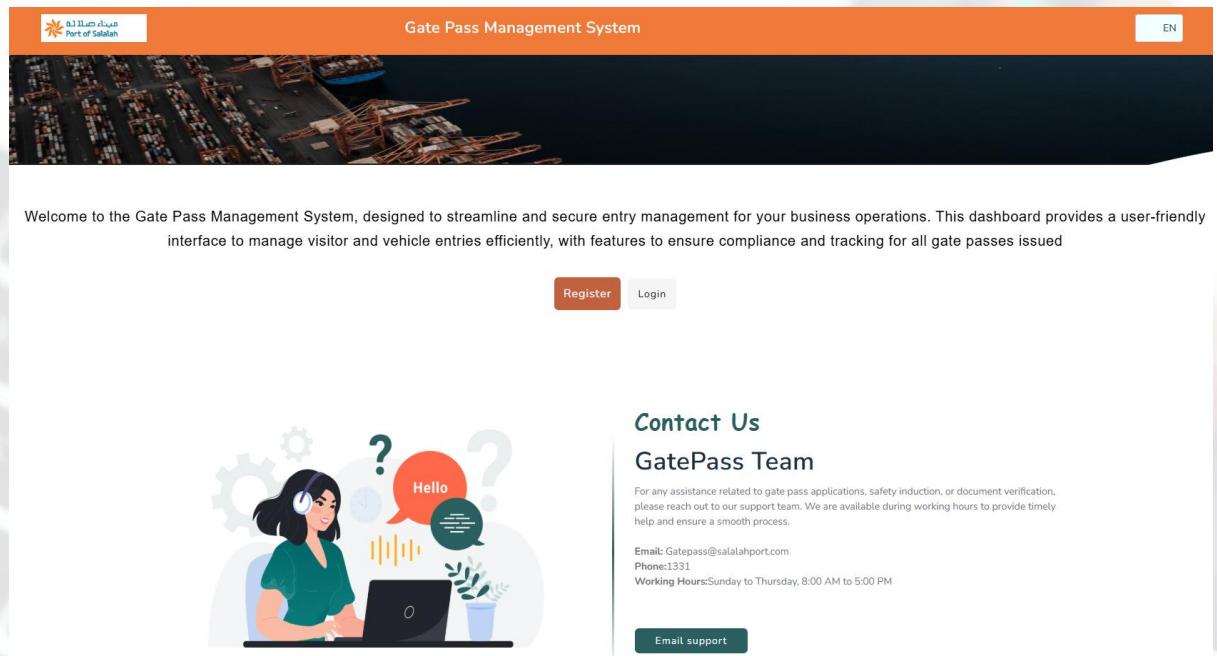
User Registration

The user Registration process has the following steps:

- **Register** via the “Register” button on the Gatepass System.
- **Customer** receives validation link via email.
- **Gate Pass Office** will verify and approve the registration request.
- Upon approval, the system will automatically send the **username and password** to the customer via **email**.
- The customer can then log in and proceed with online transactions (e.g., gate pass requests).

Registration

- ❖ After clicking in (<https://gatepass.salalahport.com:8443/>) below photo will appear.




- ❖ When customers click on the register button available in the portal following screen will be displayed.

Registration Form:

Company Profile

/ User Registration



User Registration

Company

Enter Company Name

Address

Enter Address

Contact Phone

Enter Phone Number

Contact Email

Enter Email

GSM

Enter GSM

Registration Number

Enter Registration Number

Industry Type

-- Select a company Type --

Date of Registration

04/21/2025

Admin First Name

Enter Admin Name

LastName

Enter Admin Name

Email

Phone

Nationality:

-- Select Nationality --

Register

❖ User needs to fill all the fields to register

FIELDS AND BUTTON	DESCRIPTION
COMPANY NAME	Full legal name of the registered company
ADDRESS	Official business address
CONTACT PHONE	Primary landline number for communication
CONTACT EMAIL	Main company email address
GSM	Mobile number of the main contact person
REGISTRATION NUMBER	Official commercial registration number with Port of Salah
DATE OF REGISTRATION	Date when the company was registered commercially with the port
ADMIN FIRST NAME	First name of the designated company administrator
LASTNAME	Last name of the designated company administrator
EMAIL	Email address for the company administrator (used for login credentials)
PHONE	Contact number of the administrator
NATIONALITY:	Nationality of the administrator

❖ Click on the register button, you will receive an email regarding the confirmation of the registration.

Notification Message's

▪ Email Verification Message:

Hello Kanoo,
Greetings from [Port of Salalah](#)!
We are happy to receive your Gate Pass access request.
To complete your registration and verify your account, please follow the link below:
[Click here to verify and complete your registration](#)
Once your registration is verified, you will gain full access to the Gate Pass Portal. This process usually takes just a few minutes.
Please ensure you complete the registration within 24 hours, as the link will expire after that.
Kindly note that access can only be granted to companies with active registration in the Port of Salalah financial systems.
If you are not already registered, please submit a [New Customer Registration Application](#).
If you have any additional information that you think will help us assist you, please feel free to email us at customercare@salalahport.com.
We look forward to hearing from you!
Port of Salalah – Customer Care
Unlocking tomorrow's potential today
EASE ** FLEXIBILITY ** PACE
[Contact Us](#)

THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL

▪ Username and Password Message:

Hello Kanoo Admin,
Welcome to the [Port of Salalah Gate Pass Portal](#)!
Your account has been successfully created. Below are your login credentials:

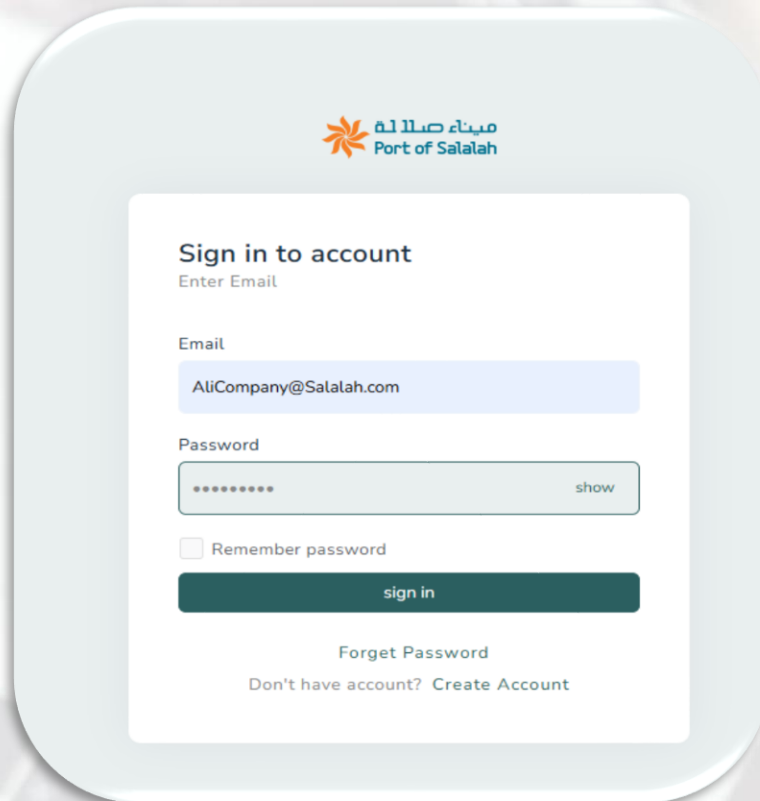
- **Username:** [Kanoo1@kanoo.com](#)
- **Temporary Password:** sps@12345

Please use the link below to log in to your account:
[Log in to your account](#)
For security reasons, we strongly recommend changing your password immediately after your first login.
If you have any questions or require assistance, feel free to reach out to us at customercare@salalahport.com.
We are delighted to have you on board and look forward to serving you!
Best regards,
Port of Salalah – Customer Care
Unlocking tomorrow's potential today
EASE ** FLEXIBILITY ** PACE
[Contact Us](#)

THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL

Login

- ❖ Login with credentials received via email.



The image shows a login form displayed on a tablet screen. The form is titled "Sign in to account" and includes fields for "Email" and "Password". The email field contains the text "AliCompany@Salalah.com". The password field is masked with dots and has a "show" button next to it. Below the password field is a checkbox labeled "Remember password". At the bottom of the form is a "sign in" button. Below the button are links for "Forget Password" and "Don't have account? Create Account". The background of the tablet screen shows a blurred image of a laptop keyboard and a hand holding a pen.

ميناء صلاح
Port of Salah

Sign in to account
Enter Email

Email
AliCompany@Salalah.com

Password
..... show

☐ Remember password

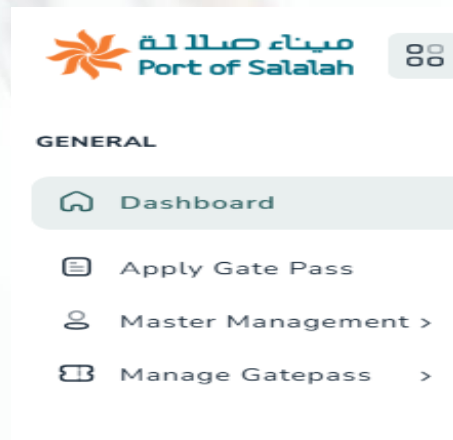
sign in

Forget Password
Don't have account? Create Account

System Dashboard

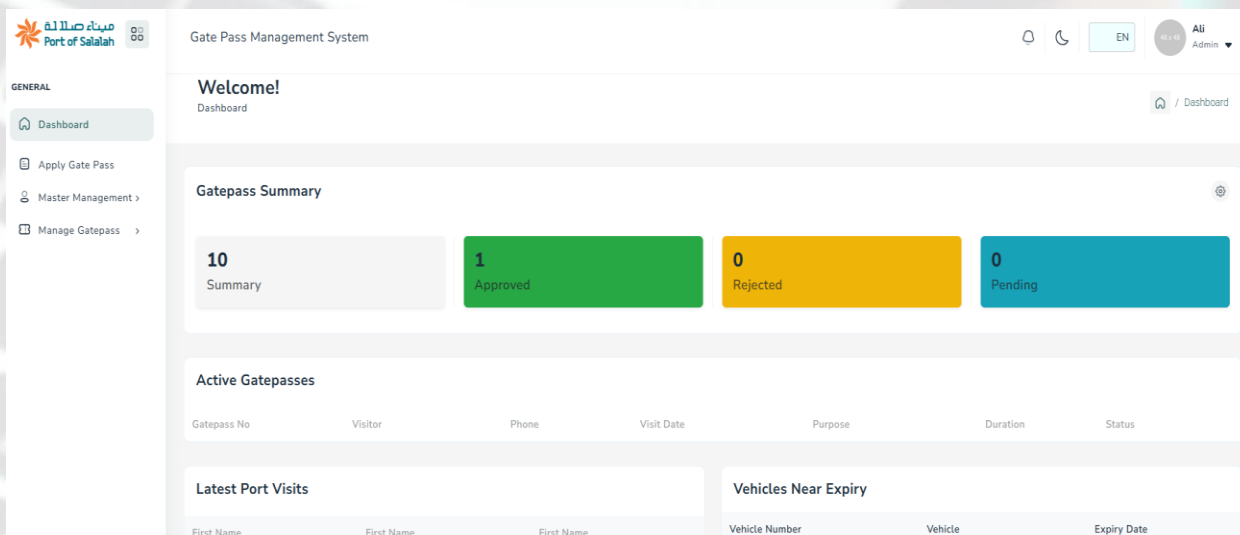
❖ Side bar choices

- **DASHBOARD:** THIS OPTION PROVIDES GENERAL INFORMATION ABOUT THE GATE PASSES.
- **APPLY GATE PASS:** PROVIDES THE OPTION FOR (CUSTOMER OR SHIP CREW) BASED ON THE COMPANY TYPE SELECTED DURING THE REGISTRATION STAGE.
- **MASTER MANAGEMENT:** IT ALLOWS YOU TO VIEW THE COMPANY'S FILE, MANAGE VISITORS, AND MANAGE VEHICLES.
- **MANAGE GATEPASS:** THE LIST OF GATE PASSES IS DIVIDED INTO GROUPS TO SHOW THE STATUS OF THE REQUEST.



❖ Dashboard general information:


- Gate Pass summary.
- Active Gate Pass.
- Gate Pass near expiry.
- Latest port visits.
- Vehicles near expiry.



Apply Gate Pass (Customer)

❖ Click in Customer:

- **Before applying gate pass you must add visitor (vehicle is optional).**



Port of Salah

Gate Pass Management System

EN

Ali Admin

GENERAL

Dashboard

Apply Gate Pass

Master Management >

Manage Gatepass >

GatePass

Apply Gate Pass

Select Visitor Type

Customer

Date of Visit*

04/24/2025

Job Title *

Company *

AliCompany

GSM *

Nationality *

Area to Visit *

Admin Bldg

GCT

CT

Operation Bldg

All

Others

Projects

Vehicle No *

--Select Vehicle--

Fees(Inclusive of VAT) *

Visitor *

--Select Visitor --

Passport *

Company Phone *

E-Mail *

Purpose Of Visit *

Vehicle Type *

Private

Commercial

Duration *

--Select Duration--

Vehicle Registration Card

Expiry Date

04/24/2025

☐ Review and inspect all the data and attachments included in this request. Accordingly, I undertake full responsibility for the accuracy of all the information provided, as well as for any action that may be taken by the Permits Department, including penalizing the company and suspending the permit for a certain period in the event of any violation of port regulations or misuse of the permit for purposes or professions other than those for which it was issued. *

Save

Submit

❖ User needs to fill all the fields to Gate Pass Request form.

FIELDS AND BUTTON	DESCRIPTION
DATE OF VISIT	The scheduled date on which the visitor intends to enter the port.
VISITOR	Choosing the visitor from drop down list (you must add visitors from Master Management => manage visitors => + Add visitors)
JOB TITLE	The visitor's job position or role within their organization.
PASSPORT	Passport number or national ID of the visitor.
COMPANY	Name of the company the visitor is representing.
COMPANY PHONE	Official contact number of the visitor's company.
GSM	Mobile number of the visitor.
EMAIL	Email address of the visitor.
NATIONALITY	Nationality of the visitor.
PURPOSE OF VISIT	Reason or objective for the visit to the port.
AREA TO VISIT	Specific location or facility within the port the visitor will access.
VEHICLE TYPE	Private or commercial
VEHICLE NO	Choosing the Vehicle Number from drop down list (you must add Vehicle from Master Management => manage Vehicle => + Add Vehicle)
DURATION	Duration or length of time the visitor will stay in the port.
FEES	Will be automatically calculated after entering the Duration

Master Management (Customer)

➤ Company Profile

Gate Pass Management System

EN Ali Admin

GENERAL

Dashboard

Apply Gate Pass

Master Management

Company Profile

Manage Visitors

Manage Vehicles

Manage Gatepass

Company Profile

Company Name: AliCompany

Address: صلالة

Contact Phone: 555466

Contact Email: AliCompany@Salalah.com

Registration Number: 6565656

Company Type: TruckCom

Date of Registration: 05/01/2025

➤ Manage Visitors

- Adding Visitor: + Add Visitor
- Editing Visitor: Action

Gate Pass Management System

EN Ali Admin

GENERAL

Dashboard

Apply Gate Pass

Master Management

Company Profile

Manage Visitors

Manage Vehicles

Manage Gatepass

Visitors


+ Add Visitor


Name	Phone Number	Nationality	Approval Status	Status	Action
Abraham	4848585	AT	Pending	Inactive	Action
Ali	6565656	OM	Approved	Inactive	Action
M11user	45666	EC	Approved	Active	Action
M11user	4848585	AT	Approved	Active	Action
Manu two	7412585	CA	Approved	Active	Action
Manu3	741258222	AF	Approved	Active	Action
Mohammed	484858522	AU	Pending	Inactive	Action
One Time	6565656	OM	Approved	Active	Action

Showing 1 to 8 of 8 entries

Previous 1 Next

➤ Manage Vehicles

- Adding Vehicles: + Add Vehicles
- Editing Vehicles: Action 



GENERAL

Dashboard

Apply Gate Pass

Master Management

Company Profile

Manage Visitors

Manage Vehicles

Manage Gatepass





Gate Pass Management System

EN 48 x 48 Ali Admin

Vehicles

/ Vehicles / List

+ Add Vehicles


Name	Vehicle No	Phone Number	Approval Status	Status	Action
MG	12121	AliCompany	Approved	Active	
test	test2244	AliCompany	Approved	Active	
testrrr	test22444rr	AliCompany	Pending	Inactive	
Vehicle225 4	test22444	AliCompany	Approved	Active	


Showing 1 to 4 of 4 entries

Previous 1 Next

Manage Gatepass (Customer)

➤ Gate Pass List

- Apply Gate Pass: + Apply Gate Pass
- Editing Gate Pass: Action 



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Port of Salah

GENERAL

Dashboard

Apply Gate Pass

Master Management >

Manage Gatepass ▾

Gatepass List

Gate Pass Management System

EN

Ali Admin

Gate Pass List

+ Apply Gate Pass







Pending Approvals

Approved

Rejected

Expired

Search:

Id	Visitor	GSM	Visit Date	Purpose Of Visit	Duration	Gate Pass Status	Action
1	One Time	6565656	4/5/2025	تسيب truck	One Day	Cancelled	
21	One Time	6565656	2/26/2025	للزيارة	One Week	Submitted	
33	One Time	6565656	3/9/2025	تا	One Day	Submitted	
98	One Time	6565656	4/13/2025	نقل مواد	One Month	Submitted	
105	M11user	4848585	4/23/2025	rtee	One Day	Pending	
106	M11user	4848585	4/23/2025	rtee	One Day	Pending	

Showing 1 to 6 of 6 entries

Previous

1

Next

Apply Gate Pass (Ship Crews)

❖ [Click in Ship Crews:](#)

- Dashboard
- Apply Gate Pass
- Master Management >
- Manage Gatepass >

Apply Gate Pass

Select Visitor Type



Date of Visit*

05/11/2025

Agent Phone*

93528770

E-Mail*

test@POS.com

Visitor Phone:

Passport :

Duration*

-- Select Duration --

Passport Document

Choose File

No file chosen

Enter Expiry Date

mm/dd/yyyy

Visa Document

Choose File

No file chosen

Enter Expiry Date

mm/dd/yyyy

Agent Name*

Port of Salah

GSM*

9352877010

Visitor*

Nationality:

-- Select Nationality --

Vessel*

Fees(Inclusive of VAT)*

Visitor Photo Document

Choose File

No file chosen

Company Letter Document

Choose File

No file chosen

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Save


Submit

❖ User needs to fill all the fields to Gate Pass Request form.

FIELD / BUTTON	DESCRIPTION
DATE OF VISIT	The scheduled date on which the visitor intends to enter the port.
AGENT NAME	Name of the agent handling or representing the visitor.
AGENT PHONE	Mobile number of the agent.
GSM	Mobile number of the visitor.
E-MAIL	Email address of the agent.
VISITOR	Full name of the visitor.
VISITOR PHONE	Mobile number of the visitor.
NATIONALITY	Nationality of the visitor.
PASSPORT	Passport number or details of the visitor.
VESSEL	Name of the vessel the visitor intends to board or visit.
DURATION	Duration or length of time the visitor will stay in the port.
FEES (INCLUSIVE OF VAT)	Will be automatically calculated after entering the duration.
PASSPORT DOCUMENT	Upload field for scanned copy of the visitor's passport.
VISITOR PHOTO DOCUMENT	Upload field for the visitor's recent photograph.
VISA DOCUMENT	Upload field for the visitor's visa copy (if applicable).
COMPANY LETTER DOCUMENT	Upload field for the official company letter requesting visitor access.

Master Management (Ship Crews)

➤ Company Profile



00:00

Gate Pass Management System

🔔

🌙

EN

Ali Admin

GENERAL

Dashboard

Apply Gate Pass

Master Management

Company Profile

Manage Gatepass

Company Profile

/ Company / Company Profile

Company Name

Port of Salalah

Address

salalah

Contact Phone

93528770

Contact Email

test@POS.com

Registration Number

6565656

Company Type


Agent

Date of Registration

05/21/2025

Manage Gatepass (Ship Crews)

➤ Gate Pass List



00:00

Gate Pass Management System

🔔

🌙

EN

Ali Admin

GENERAL

Dashboard

Apply Gate Pass

Master Management

Manage Gatepass

Gatepass List

Gate Pass List

/ Gate Pass List /

+ Apply Gate Pass

Pending Approvals

Approved

Rejected

Expired

Id

Visitor

GSM

Visit Date

Purpose Of Visit

Duration

Gate Pass Status

Action

1

Ali Said Alzawamri

6656

5/10/2025

ShipCrew

Six Month

Completed

Showing 1 to 1 of 1 entries

Previous

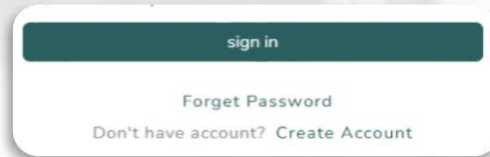
1

Next

Common Issues

❖ Forget user password:

- Reset password by clicking in **Forget Password** in login page.



sign in

Forget Password

Don't have account? Create Account

- Or contact with Gate Pass Office.
 - Email: gatepass@salalahport.com
 - Phone: [23220443](tel:23220443)

Contact Employees

DEPARTMENT	STAFF	NUMBER
HSSE GATE OFFICE	Gate Pass Office	23220443
HSSE GATE OFFICE	Nasser Al Mashani	23220435
IT	Ali Alzawamri	23220516