



HQBP PORTAL

# HQBP Portal user guide

Book meeting rooms and other spaces, send requests to the building team, and keep track of your notices and invoices on [hqbpportal.utg-sa.com](http://hqbpportal.utg-sa.com).

|                   |                                  |
|-------------------|----------------------------------|
| <b>START HERE</b> | Sign in and find your way around |
| <b>SPACES</b>     | Book a space                     |
| <b>SERVICES</b>   | Submit a request                 |
| <b>SERVICES</b>   | Follow your requests             |
| <b>NOTICES</b>    | Read your notices                |
| <b>INVOICES</b>   | Check your invoices              |

## START HERE

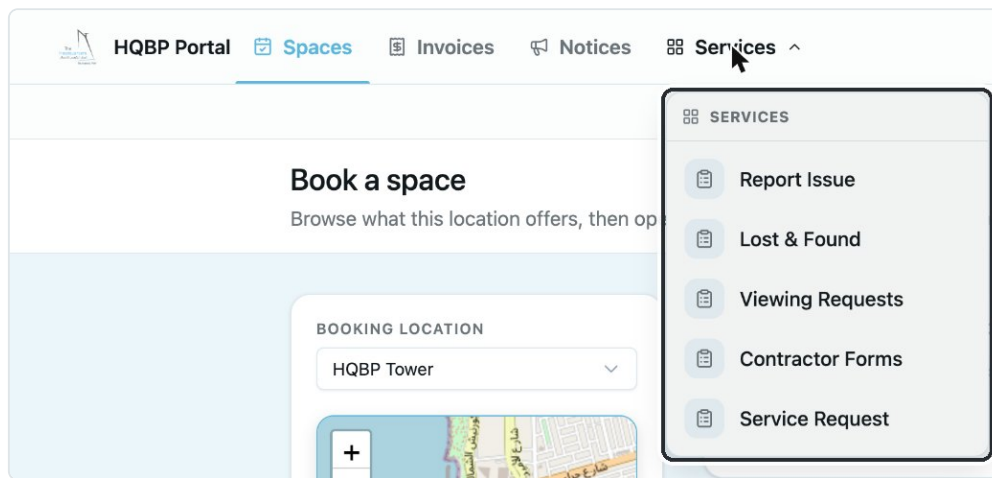
# Sign in and find your way around

## Sign in

Go to **hqbportal.utg-sa.com** in your web browser and sign in with your HQBP account. If you don't have an account yet, contact building management.

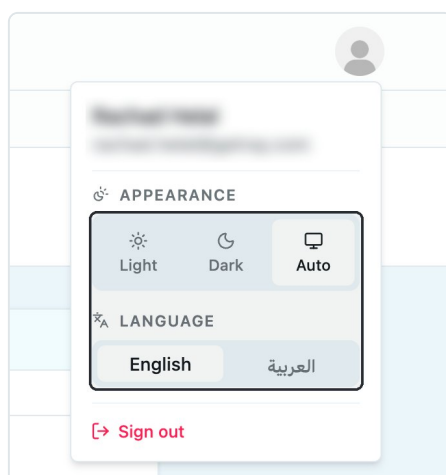
## Use the top bar

Everything is one click away from the top bar: **Spaces** to book a room, **Invoices** for your bills, **Notices** for messages from building management, and **Services** for every request form.



## Language and appearance

Click your **profile picture** in the top-right corner. Under **Language**, choose **العربية** to use the portal in Arabic. Under **Appearance**, pick **Light**, **Dark** or **Auto** (follows your computer). **Sign out** is here too.



## SPACES

# Book a space

## Find a space

Click **Spaces**. Check that **Booking Location** shows **HQBP Tower**, then choose a **Category** such as **Meeting Rooms**. Each space shows how many people it fits and its starting price. Click **View space** on the one you want.

To narrow the list further, pick a **Booking Policy**: hourly, daily, weekly and longer.

### Book a space

Browse what this location offers, then open a space to check availability and book it.

BOOKING LOCATION

HQBP Tower

CATEGORY

Service Elev... Meeting Ro... Open Space Digital

BOOKING POLICY

Hourly Daily Weekly Monthly Quarterly Yearly

Meeting Room

from USD0/hr

Up to 10

View space

## Pick a time

Read the **Booking rules** first: they show the shortest and longest booking and until when you can cancel for free. Choose a **booking policy** and **pricing scheme**, then click a green slot on the calendar. Use the arrows next to the date to change the day. The **Booking summary** on the right shows the total. Click **Continue**.

### Meeting Room

Up to 10

#### BOOKING RULES

- Min booking is 60 minutes
- Max booking is 60 minutes
- Free cancellation before 1 hour

#### 1 - BOOKING POLICY

Default Hourly Policy

#### 2 - PRICING SCHEME

Free Hourly Free

#### 3 - WHEN AND WHERE

Starts 13/10/2026

60 min per slot

12 AM 1 AM 2 AM 3 AM 4 AM 5 AM 6 AM 7 AM 8 AM 9 AM 10 AM 11 AM 12 PM 1 PM 2 PM 3 PM

Meeting Room

Available Your booking Available to extend into

#### BOOKING SUMMARY

BOOKING POLICY

Default Hourly Policy

Free cancellation before 1 hour

PRICING SCHEME

Free Hourly

Free

WHEN

13/10/2026

10:00 AM - 11:00 AM

PRICING SUMMARY

1 60-min slots

1 slots x \$0.00 \$0.00

Total \$0.00

Continue >

## Book it

Add anything the building team should know under **Booking notes** (optional). Check the date, time and total in the summary, then click **Book**.

Want a different time? Click **Back to Space**.

### Booking Details

Meeting Room - 13/10/2026 10:00 AM - 13/10/2026 11:00 AM

BOOKING NOTES

← Back to Space

Book

### BOOKING SUMMARY



**Meeting Room**  
Up to 10

**BOOKING POLICY**  
Default Hourly Policy  
Free cancellation before 1 hour

**PRICING SCHEME**  
Free Hourly  
Free

START  
13/10/2026 10:00 AM

END  
13/10/2026 11:00 AM

|              |             |
|--------------|-------------|
| Free Hourly  | Free        |
| <b>Total</b> | <b>Free</b> |

## SERVICES

# Submit a request

## Choose the service

Point to **Services** in the top bar and choose the one that fits what you need:

|                         |                                                                                                                                                                                             |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Report Issue</b>     | Something broken or not working: electrical, air conditioning, plumbing, lighting, leaks, cleaning, pest control, access cards, elevators, escalators, parking facilities or landscaping.   |
| <b>Lost &amp; Found</b> | Report an item you've lost in the building.                                                                                                                                                 |
| <b>Viewing Requests</b> | Ask for a viewing.                                                                                                                                                                          |
| <b>Contractor Forms</b> | Fit-out permits for your contractors: permit to move in, permit to work, hot work, spray painting, worker entry, temporary shutdown, building modification, tie-in and inspection requests. |
| <b>Service Request</b>  | Building services: access cards, parking permits and vehicles, service elevator reservations, the media screen, fire drill training, renovation and document requests.                      |

## Start a new submission

The page lists the requests already sent under that service. Click **New submission**.

| Service Request                     |                           |                             |                  |                      |                  |       |
|-------------------------------------|---------------------------|-----------------------------|------------------|----------------------|------------------|-------|
| Search submissions                  |                           | All statuses                | Submitted by all | All invoice statuses | + New submission |       |
| SUBMISSION                          | CATEGORY                  | FORM                        | USER             | COMPANY              | STATUS           | SUBM  |
| Register New Vehicle #285799        | Parking Management        | Register New Vehicle        |                  | -                    | Cancelled        | 09/09 |
| List of Access Card Holders #257732 | Access Control Management | List of Access Card Holders |                  | -                    | Completed        | 29/06 |
| Lost & Found #257703                | Lost & Found              | Lost & Found                |                  | -                    | Completed        | 29/06 |
| Lost & Found #257694                | Lost & Found              | Lost & Found                |                  | -                    | Completed        | 29/06 |
| Showing 4 of 4                      |                           |                             |                  |                      |                  |       |

## Choose a category

Pick the **category** that matches your request. The forms it contains are listed under each category, so you can check you're in the right place.

1 · CATEGORY

☐ Access Control Management  
Individual Entry · Multi Entry · Replace Lost Existing Card · Deactivate Entry · Reactivate Entry · List of Access Card Holders · Area Activation Request

☒ Parking Management  
Register New Vehicle · Deactivate Parking Permit · Reactivate Parking Permit · Request Additional Permit · Issue Temporary Parking Permit · Registered Parking List Request · Replacement of Damaged or Lost Parking Sticker · Parking Modification

☐ Lost & Found  
Lost & Found

☐ Service Elevator Reservation  
Service Elevator Reservation

☐ Media Screen Feature  
Media Screen Feature Request

☐ Fire Drill Training  
Fire Drill Training Assistance

☐ Renovation Request  
Questionnaire for Understanding the Scope of Works

☐ Document Request  
Document Request

## Choose the form

The forms of that category appear below. Select the one you need and click **Continue**.

2 · FORM

☒ **Register New Vehicle**  
This is for the application of Car that needs parking

☐ **Deactivate Parking Permit**  
Deactivate Parking Permit

☐ **Reactivate Parking Permit**  
Reactivate Parking Permit

☐ **Request Additional Permit**  
Request Additional Permit

☐ **Issue Temporary Parking Permit**  
Issue Temporary Parking Permit

☐ **Registered Parking List Request**  
Request a Parking Permits Log

☐ **Replacement of Damaged or Lost Parking Sticker**  
Replacement of Damaged or Lost Parking Sticker

☐ **Parking Modification**  
Parking Modification

← Back to submissions
Continue →

## Fill it in and submit

Choose the **Unit** the request is for and fill in the form. Fields marked with a red \* are required. Use **Add files...** to attach documents or photos. When everything is filled in, click **Submit form**.

Picked the wrong form? Click **Back to form**.

New submission  
Parking Management - Register New Vehicle

COMPANY AND UNIT  
Unit\*  
General

FORM DETAILS  
Driver of the Car\*  
Authorization to Drive from Absher(Only if Driver not Owner)  
Add files...  
Car Registration\*  
Add files...  
Car Insurance\*  
Add files...  
Iqama(National ID Number)\*  
Phone Number\*  
Email Address \*  
Drivers License \*  
Add files...

← Back to form
Submit form

## SERVICES

# Follow your requests

## Check the status

Open the same service from **Services**. The **Status** column shows where each request stands. Use the search box and the status filter to find one quickly, then click it (or the eye icon) to open it.

Service Request

Search submissions

All statuses

Submitted by all

All invoice statuses

+ New submission

| SUBMISSION                          | CATEGORY                  | FORM                        | USER | COMPANY | STATUS    | SUBM  |
|-------------------------------------|---------------------------|-----------------------------|------|---------|-----------|-------|
| Register New Vehicle #285799        | Parking Management        | Register New Vehicle        |      | -       | Cancelled | 09/09 |
| List of Access Card Holders #257732 | Access Control Management | List of Access Card Holders |      | -       | Completed | 29/06 |
| Lost & Found #257703                | Lost & Found              | Lost & Found                |      | -       | Completed | 29/06 |
| Lost & Found #257694                | Lost & Found              | Lost & Found                |      | -       | Completed | 29/06 |

Showing 4 of 4

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## Open the details

The top of the request shows its status, category, form, unit and when it was sent. Below that, under **Submission content**, is everything you filled in and attached.

Register New Vehicle #285799

Cancelled

#285799 · Submitted 09/09/2026

SUBMISSION DETAILS

Category

Parking Management

Form

Register New Vehicle

State

Cancelled

Unit

General

Company

-

Submitted by

Submitted at

09/09/2026 · 04:36 PM

## Message the building team

At the bottom, under **Comments**, write to the building team about this request. Use the paperclip to attach a file, then click **Post comment**. Their replies appear here too.

COMMENTS

Nothing has been said about this submission yet.

Write a comment to the admin...

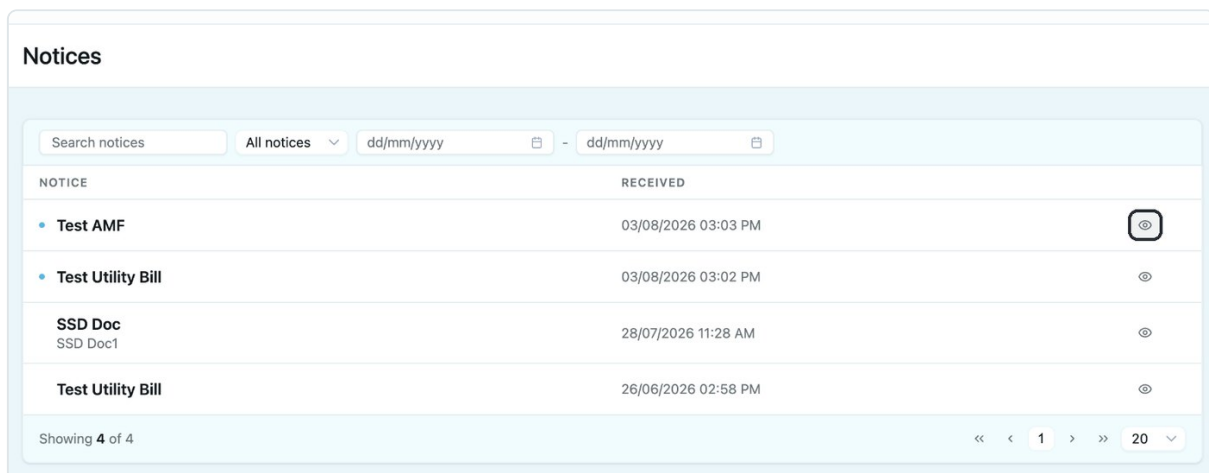
Post comment

## NOTICES

# Read your notices

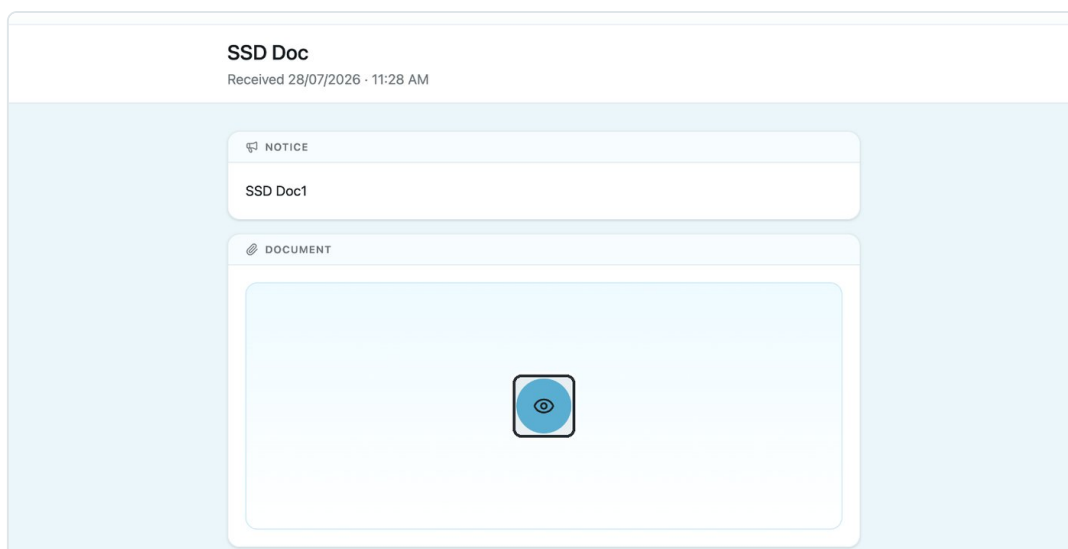
### Find a notice

Click **Notices**. New notices are marked with a blue dot. Search by name, or filter by date, then click the **eye icon** to open one.



### Read it and open the document

The notice shows the message and when you received it. If a document is attached, click the **eye button** to view it.



## INVOICES

# Check your invoices

### See what's due

Click **Invoices** to see the invoices issued to you for your membership and bookings, with the due date, amount and what's **remaining** to pay. Filter by payment status: **Awaiting Approval**, **Unpaid**, **Partially Paid** or **Paid**.

Invoices

Invoices issued to you for your membership and bookings.

All statuses ▾ All ▾

| INVOICE #  | DUE DATE | PAYMENT STATUS | USER | COMPANY | AMOUNT | REMAINING | ISSUE DATE | SOURCE |
|------------|----------|----------------|------|---------|--------|-----------|------------|--------|
| No Records |          |                |      |         |        |           |            |        |

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## GOOD TO KNOW

## Tips

### Don't see a space, category or form?

What you can book and request is set up by building management. Contact them if something you need is missing.

### Check back on your requests

The building team may ask a question in a request's **Comments**. Open it from **Services** to reply.

### Prefer Arabic?

Switch the language from your profile picture in the top-right corner. Your choice stays until you change it.