



Nusuk Hajj Platform

The Pilgrim

User Manual

Last updated: **December 2025**



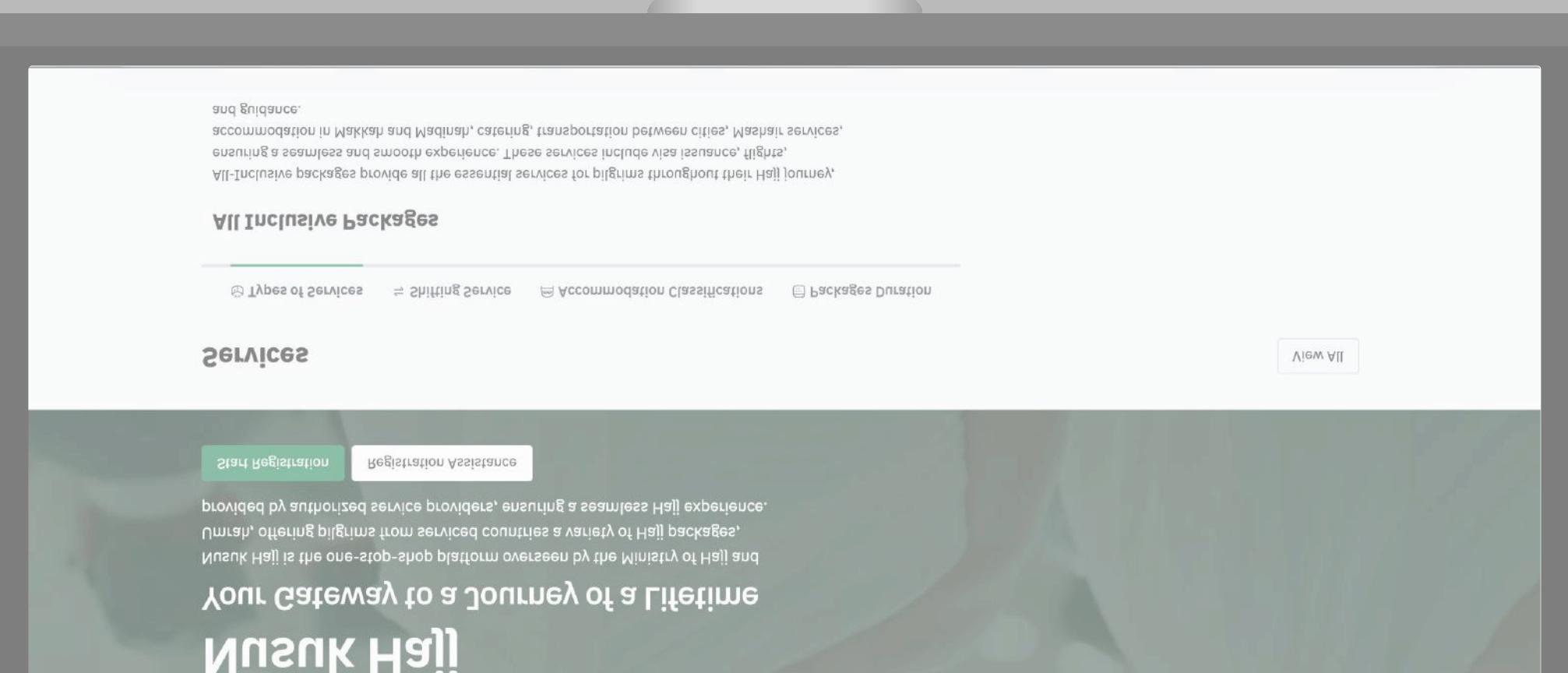
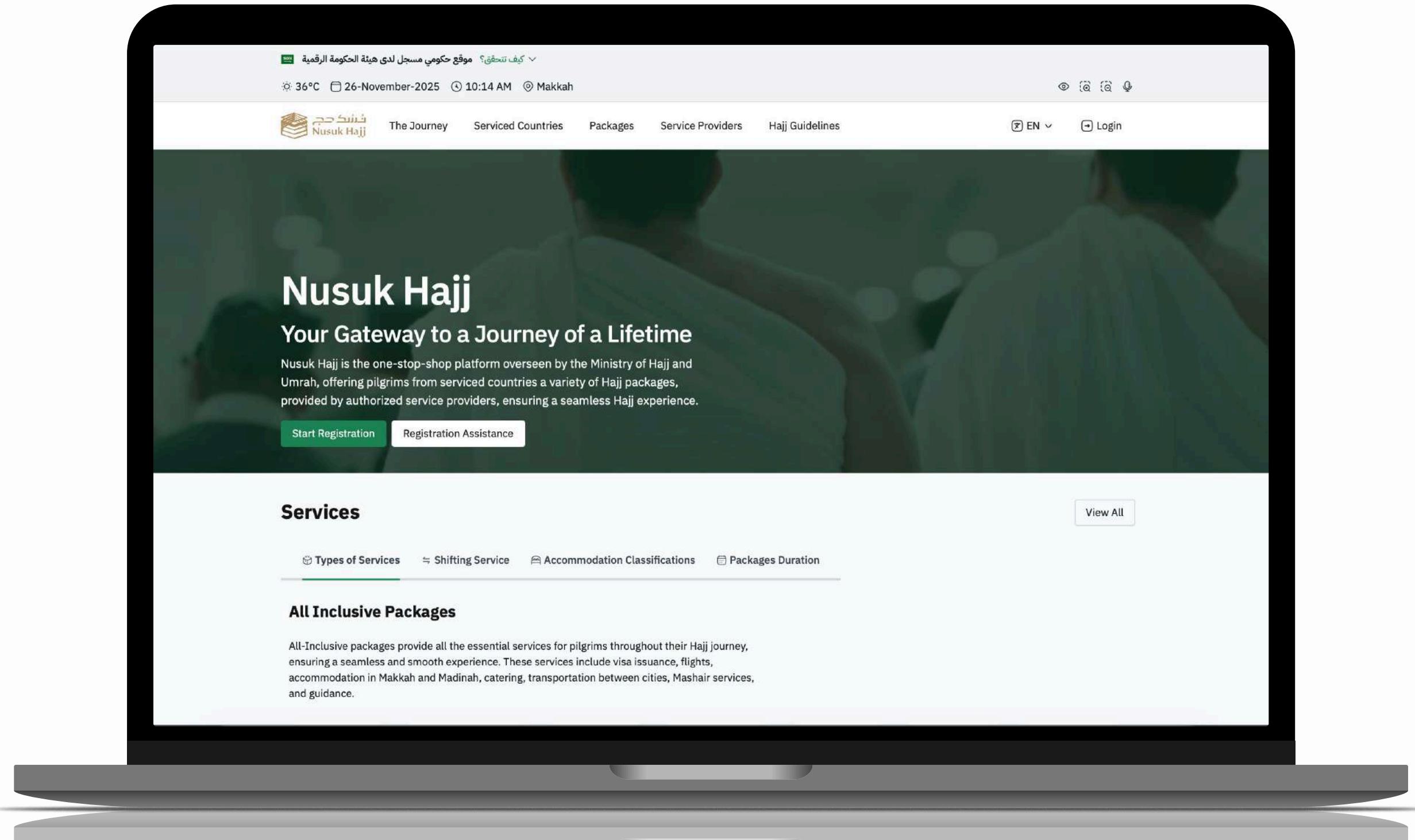


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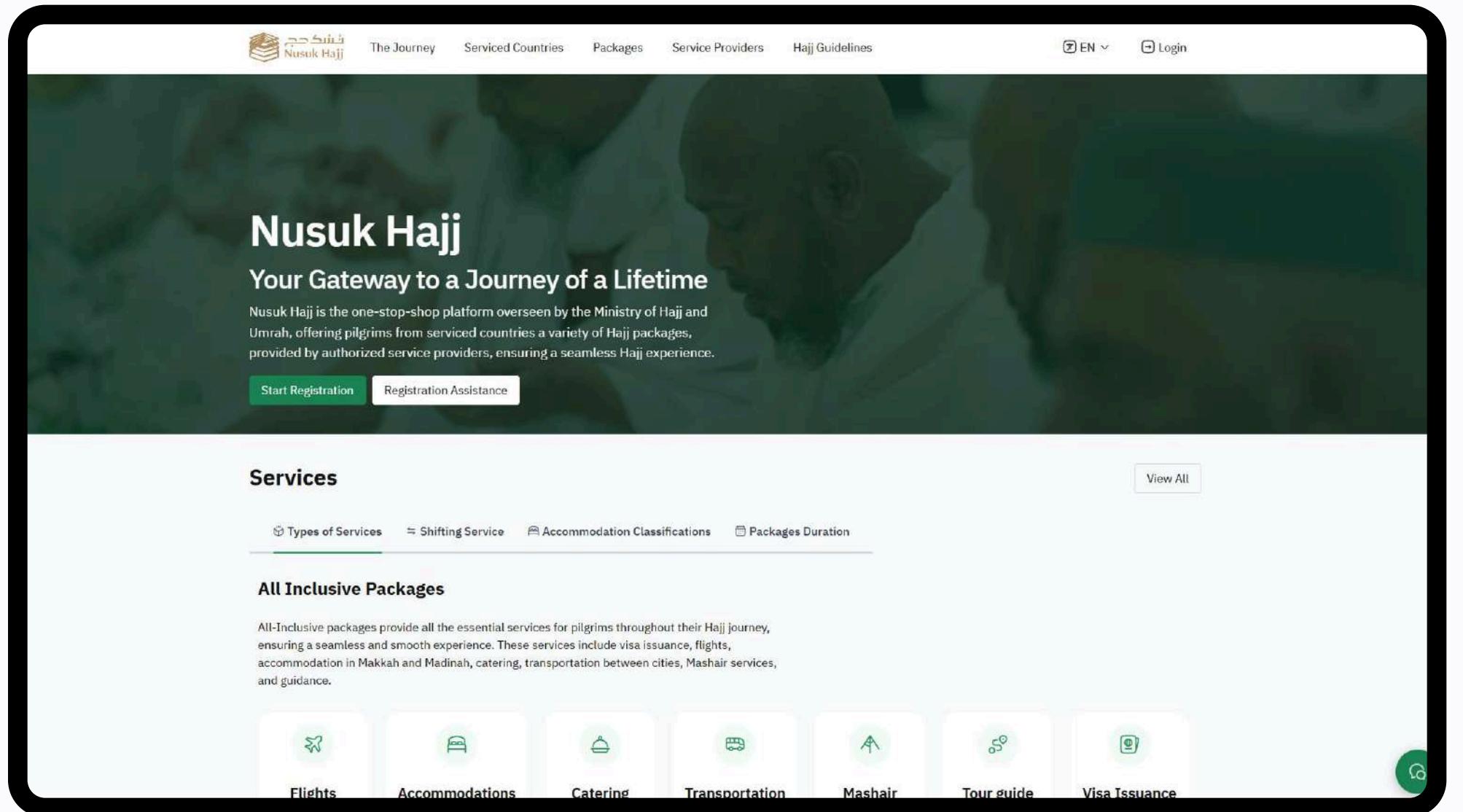
5. ACTIVATE, TOP UP WALLET AND PURCHASE PACKAGE



نُسُك حجٌّ
Nusuk Hajj

Registration

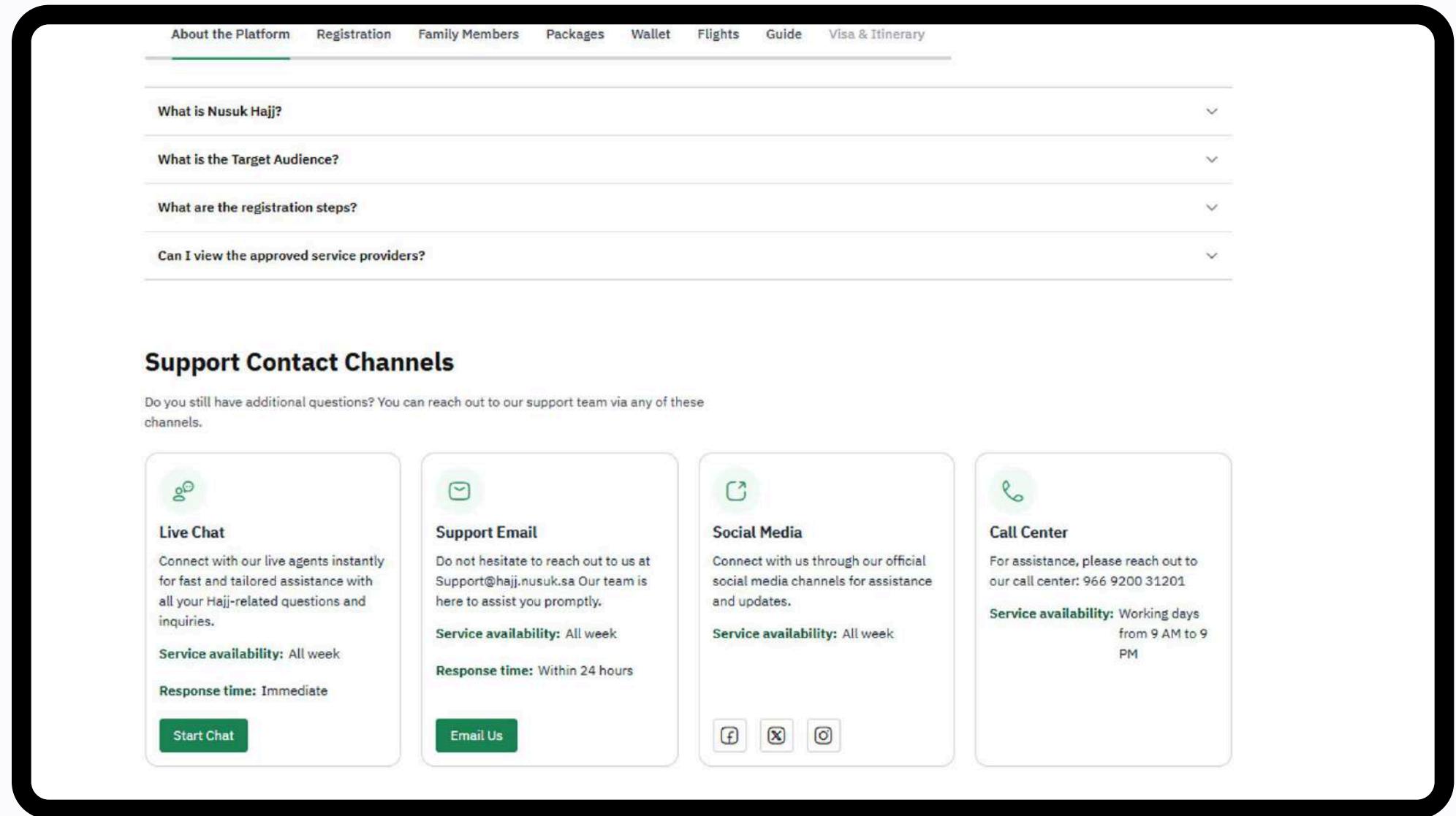
Registration Assistance Steps:



1. Registration Assistance

This will lead you to FAQ page where you can get Help & Support About the Platform, Registration, Family Members, Packages, Booking. Also, you can know more About Nusuk Hajj and our Target Audience.

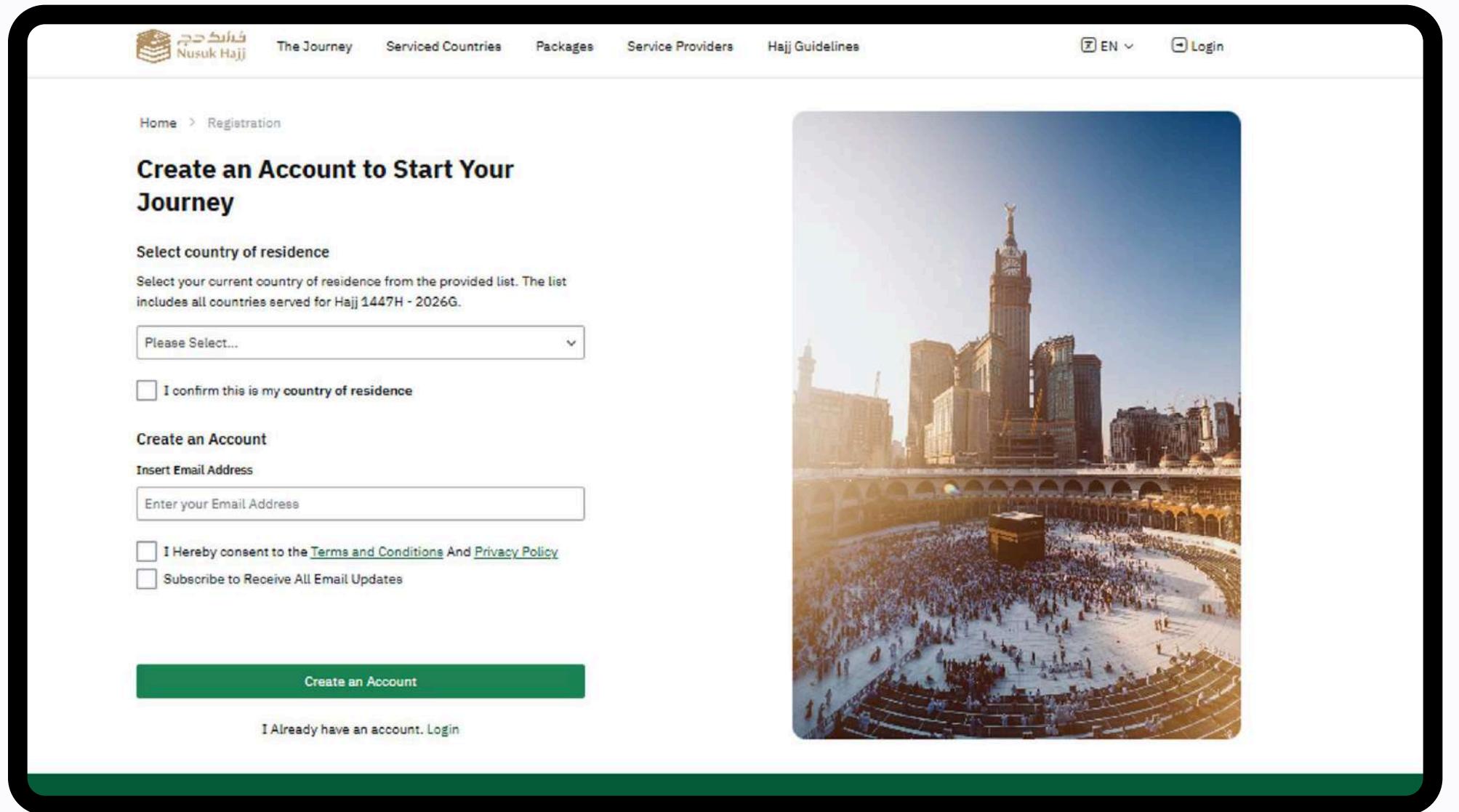
Registration Assistance Steps:



2. Help & Support, You can get support from the below contact channels:

- **Live chat:** By pressing “**Start Chat**” a live chat pop-up will be opened to chat.
- **Social Media:** Here you can connect with us through our social media platforms by pressing on the platform and start reaching us.
- **Call Center:** Dial the contact number in the box and reach us out.
- **Support Email:** By pressing “**Email Us**” a pop-up will appear letting you to send new ticket but first you have to fill in the data (First & Last Name, Email, Contact Mobile Number & Need assistance in) the press “**Send Ticket**”.
- **Support Centers:** By pressing “**Book an Appointment**” a pop-up will appear you have to fill in the data to get an appointment to the nearest center (Location, Full Name, Contact Number, Email Address, Date & Time) then press Book Appointment.

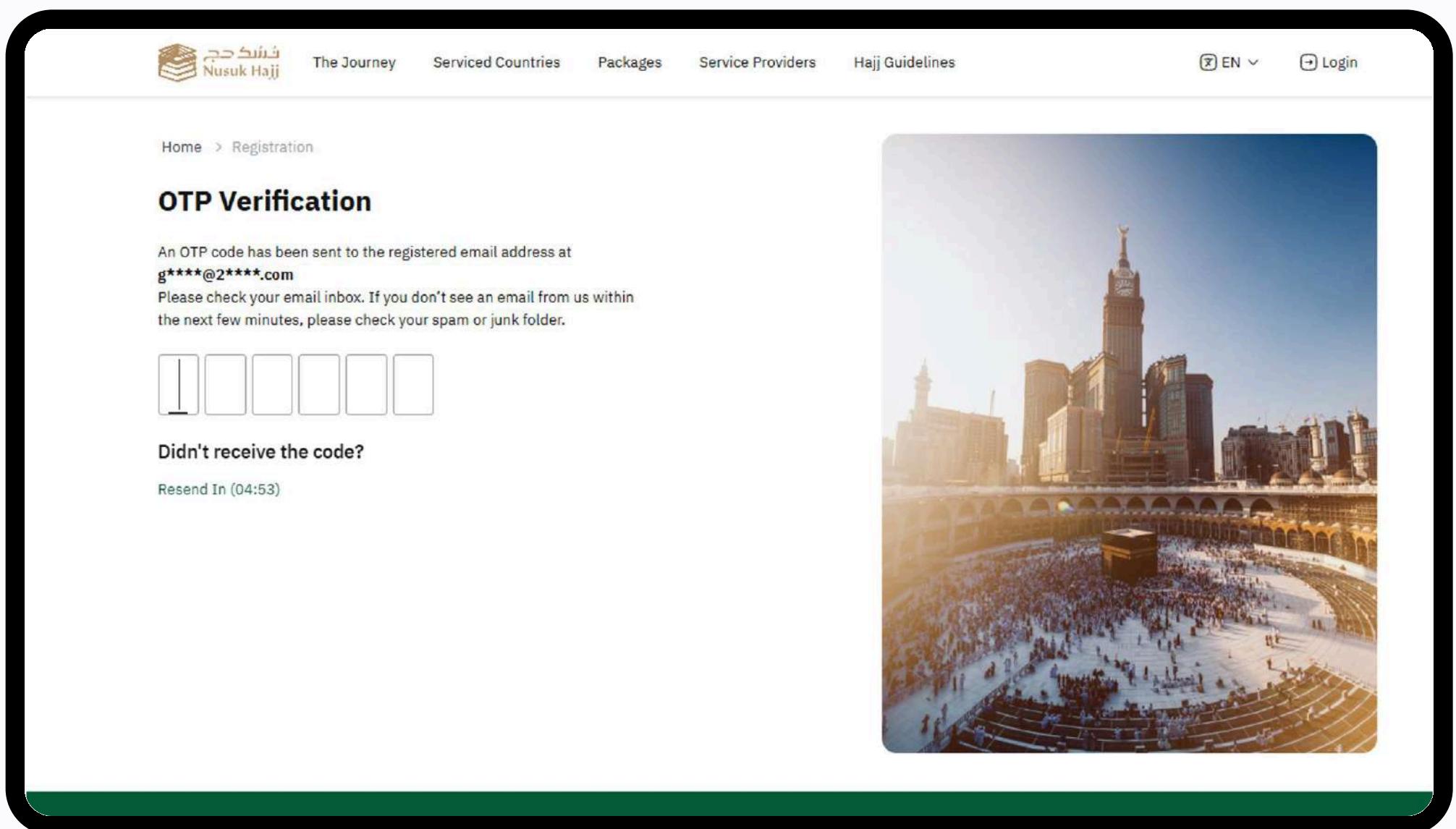
Registration Steps:



3. Start Registration , To register a new account, we must fill the following:

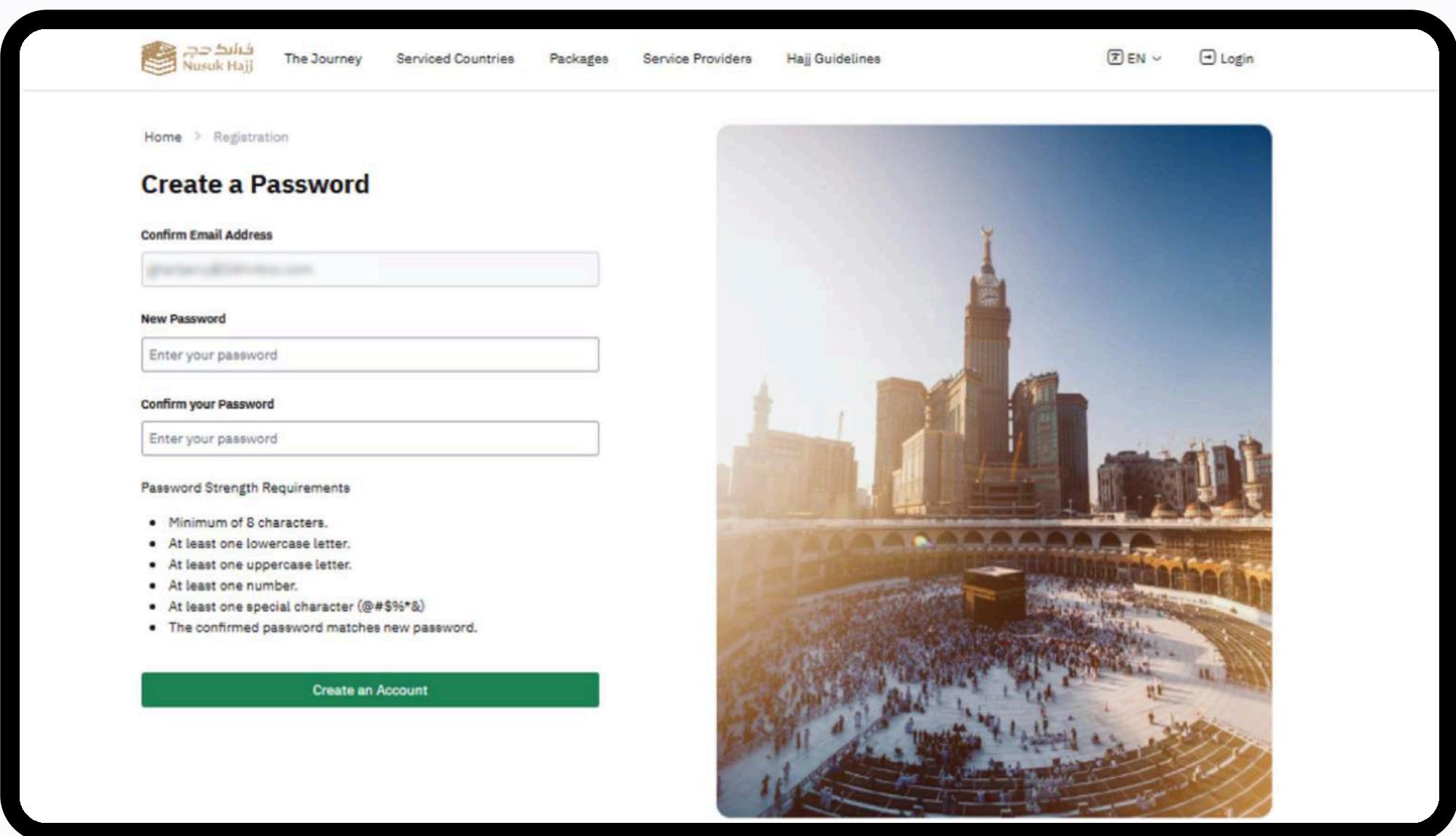
1. Select the Country of Residence.
2. Check “**confirm the Country of Residence**”.
3. Insert Email Address.
4. You must read the Terms and Conditions and mark the checkbox indicate that you have read and agree to the terms.
5. Click on “**Create Account**”.

Registration Steps:



4. OTP Verification

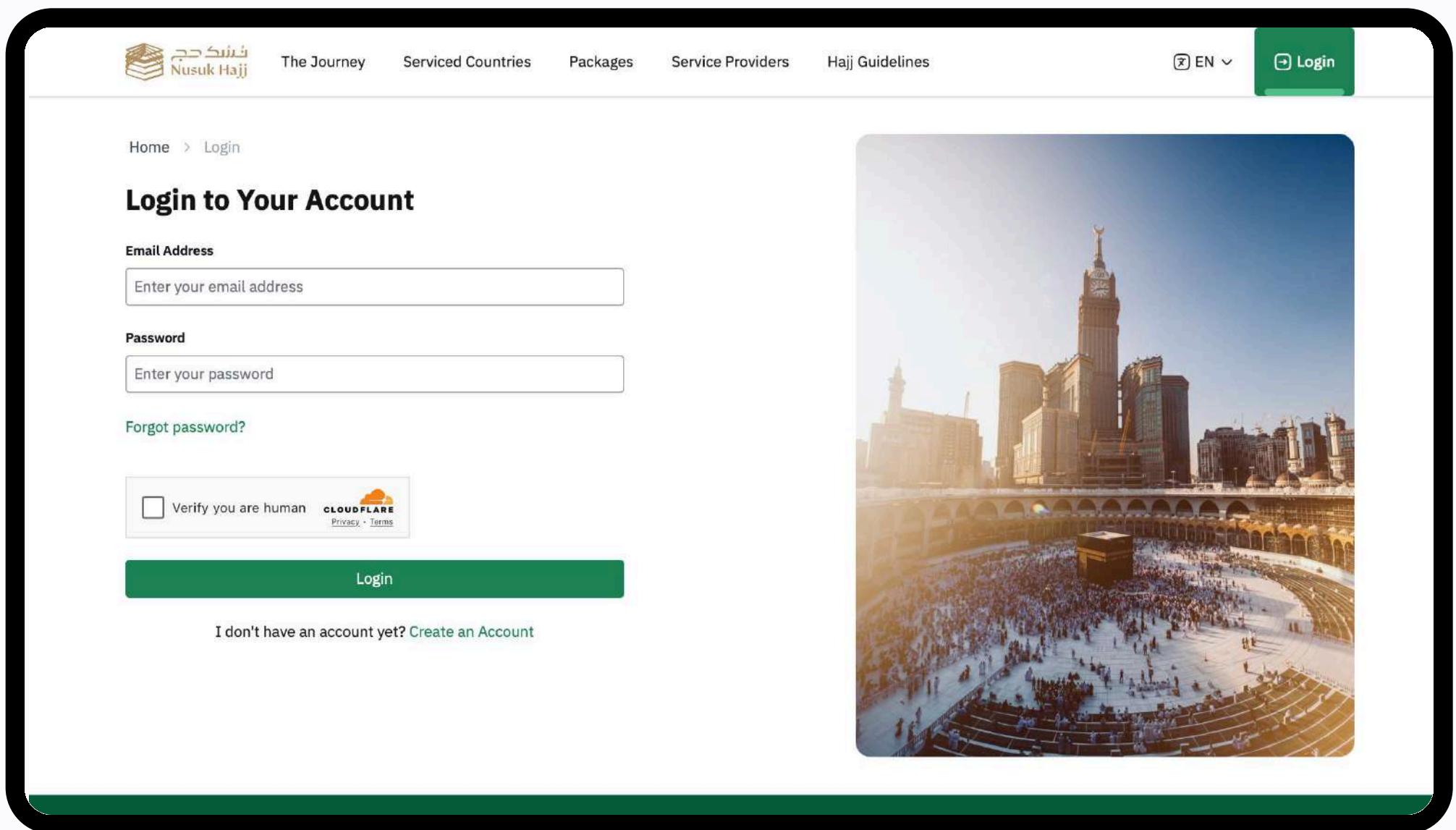
1. Here you will be redirected to Verification Page (You need to add the OTP Verification code that you received in you email box).
2. After entering the OTP successfully, you will be directed to create password page.



5. New password

1. Here, you have to fill New Password and Confirm your Password (Please note that you must set the password according to below mentioned policy).
2. **“Press Create Account”** to be redirected to Login Page.

Login Steps:



The Journey Serviced Countries Packages Service Providers Hajj Guidelines EN Login

Home > Login

Login to Your Account

Email Address
Enter your email address

Password
Enter your password

Forgot password?

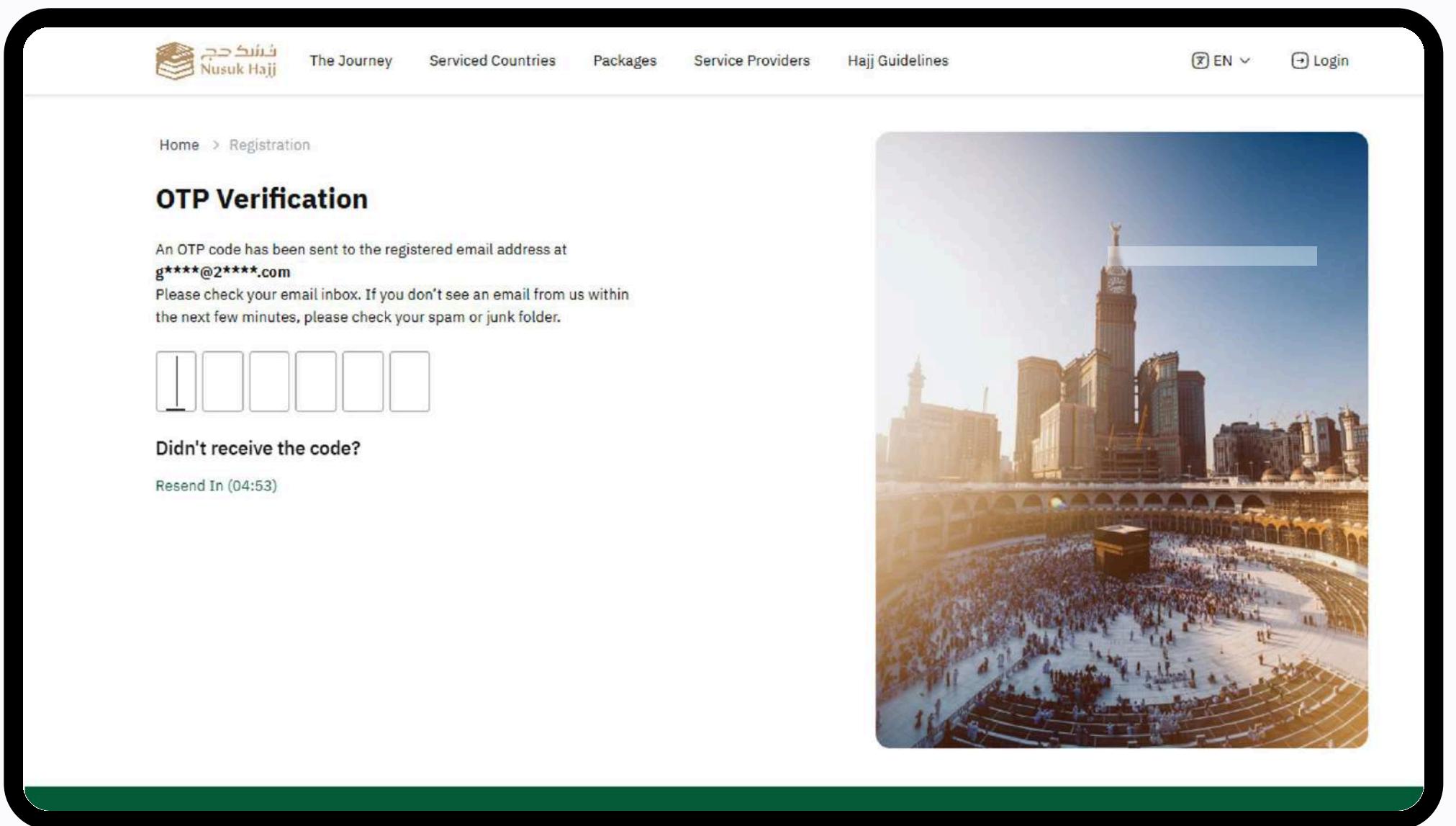
Verify you are human Cloudflare
Privacy • Terms

Login

I don't have an account yet? [Create an Account](#)

6. Login

Enter your Email Address you previously registered with.



The Journey Serviced Countries Packages Service Providers Hajj Guidelines EN Login

Home > Registration

OTP Verification

An OTP code has been sent to the registered email address at
g****@2****.com
Please check your email inbox. If you don't see an email from us within
the next few minutes, please check your spam or junk folder.

1 2 3 4 5 6

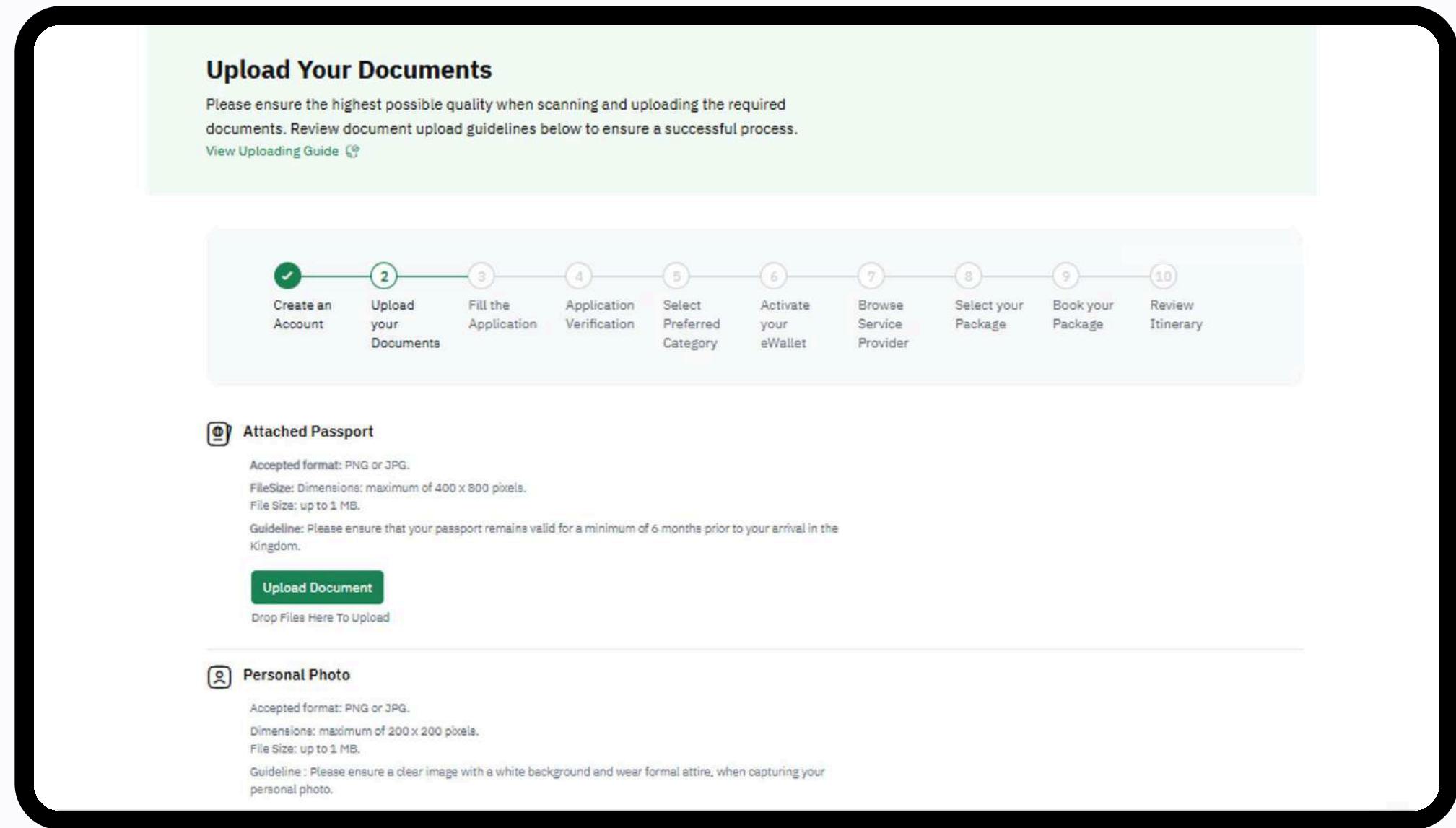
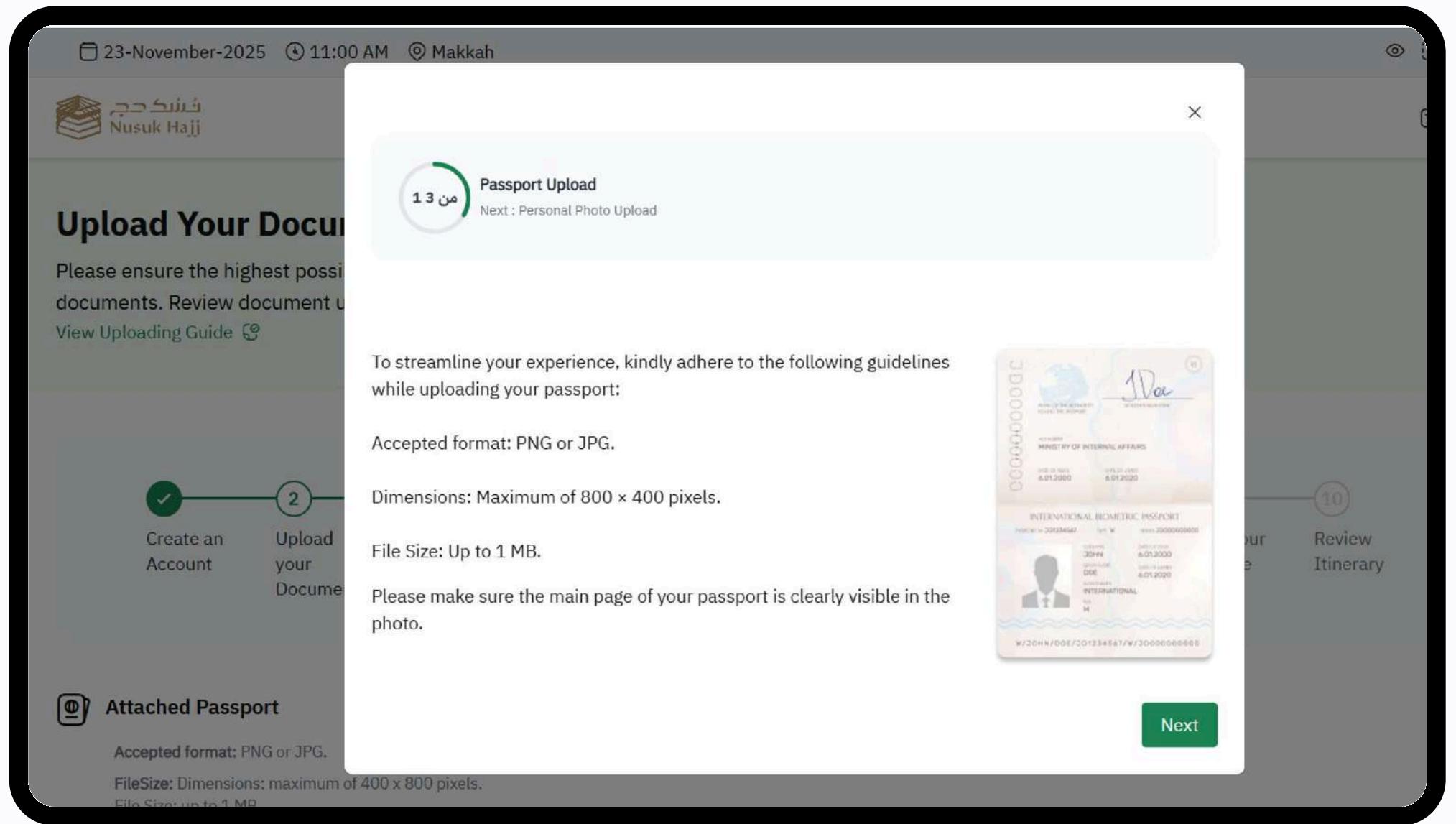
Didn't receive the code?
Resend In (04:53)

Login

7. Verify Login

Press "**Login**" then enter your verification code sent by mail.

Continue Registration Steps:



8. Uploading documents

1. You will be redirected to the uploading guide that will help you with files needed for uploading (Passport, Personal Photo, Proof of Residence Attachment) when you click on “**Upload Document**”, a window will appear for you to select and upload the required document.
2. Upload Passport, Personal Photo - Then “**Next**”.

Note: The acceptable files specifications are mentioned under required documents. We can skip this by pressing “**Save & ContinueLater**” .

Continue Registration Steps:



The progress bar shows the current step (2) is completed, indicated by a green circle with a checkmark. The remaining steps (3-10) are shown as white circles.

1. Personal Information

* First Name (English) Second/Father Name (English)
Other/G.Father Name (English) * Last Name (English)
First Name (Arabic) Second/Father Name (Arabic)
Other/G.Father Name (Arabic) Last Name (Arabic)
* Nationality * City
* Date of Birth * Birth Place
* Gender * Passport Type
* Passport Number * Issue Place
* Date of Issuance * Passport Expiry Date
Passports must be valid for at least 6 months before the date of arrival in the Kingdom of Saudi Arabia

2. Uploaded Documents

Attached Passport
Personal Photo

I consent to the use of the provided data exclusively for facilitating the Hajj Journey, including visa issuance.
 I confirm the accuracy of every detail, in line with the official documents uploaded.
Any discrepancies could have an impact on my visa and flight arrangements.

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9. Summary page

You will be redirected to summary page that you can view & edit through (Personal Information, Personal Photo, Uploaded Documents).

Please verify that I **“agree to all the above data”** and confirm its accuracy before submitting and confirming the submission to proceed to the next step.

Continue Registration Steps:

Application Form
Completing Your Application Is Essential for Visa Eligibility and Issuance Upon Package Purchase.

1. Contact Details

Email:	* Mobile Contact Number:
+	+966
Saudi Mobile Number:	* Social Status:
+966 5	Please Select...
Emergency contact full name:	Emergency contact number:
Enter...	+966
* Street Address:	* Home Address:
Enter...	Enter...
* P.O. Box:	* Zip Code / Postal Code:
Enter...	Enter...
* Apartment/House number:	* Nearest Embassy to you:
Enter...	Please Select...

2. Occupational Details

* Occupation:	* Current Employer:
Enter...	Enter...
* Previous Employer:	* Name of Sector:
Enter...	Please Select...
Work contact number:	
+966	

3. Arrival Details

(to the best of your knowledge)

Total Expected Days in the KSA:	* Expected Travel Method:
Enter...	Please Select...

Previous **Save & Continue Later** **Next**

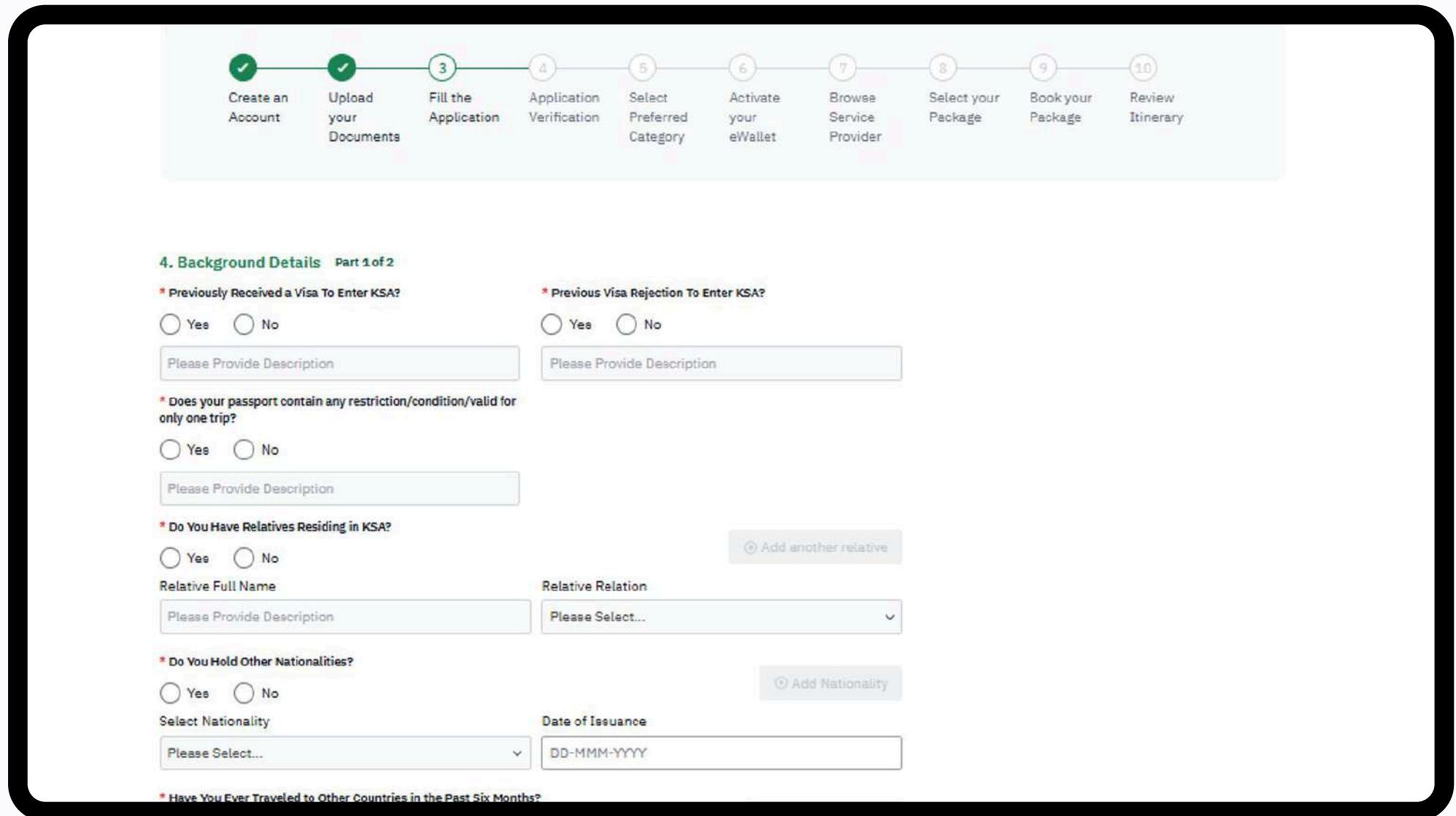
10. Uploading Proof of Residence

You will be redirected to the Upload documents page again to upload the Proof of Residence.

11. Summary page

Then you will be redirected to the summary page again that appear in step to review all previous data added and documents, then Next.

Continue Registration Steps:



The screenshot shows a registration process with 10 steps. Step 4, 'Background Details', is the current step, indicated by a green checkmark. The form includes fields for previous visa history, passport restrictions, relative information, and other nationalities. Each question has 'Yes' and 'No' radio buttons and a 'Please Provide Description' input field.

12. Fill in application, Here we will have to fulfill:

1. Contact Details that include (Mobile contact no, Mobile no, Social Status, Emergency contact full name...etc.)

2. Occupational Details that include (Occupation, Current Employer, Previous Work, Name of Sector...etc.).

3. Arrival Details that include (Expected Entry Date, Expected Days in Kingdom...etc.) - Then “**Next**”.

4. Background Details you will have to answer the questions - Then press “**Next**”.

Note : Background Details have two parts of questions to answer then go to the next step .

Continue Registration Steps:

1. Contact Details

Email	MUSAD@MOOO.COM
Mobile Contact Number	+966534980142
Saudi Mobile Number	
Emergency contact full name	IBRAHIM ALSURAKHI
Emergency contact number	
Home Address	ASD
P.O. Box	asd
Zip Code	51352
Street Address	RIYADH, SA
Apartment/House number	ASD
Country Of Residence	Afghanistan

2. Occupational Details

Occupation	asd
Current Employer	asd
Previous Employer	asd
Name of Sector	Government
Work contact number	

3. Arrival Details

Expected Entry date to the KSA	
Total Expected Days in the KSA	3
Expected Travel Method	By Air
Flight Number	3

4. Background Details

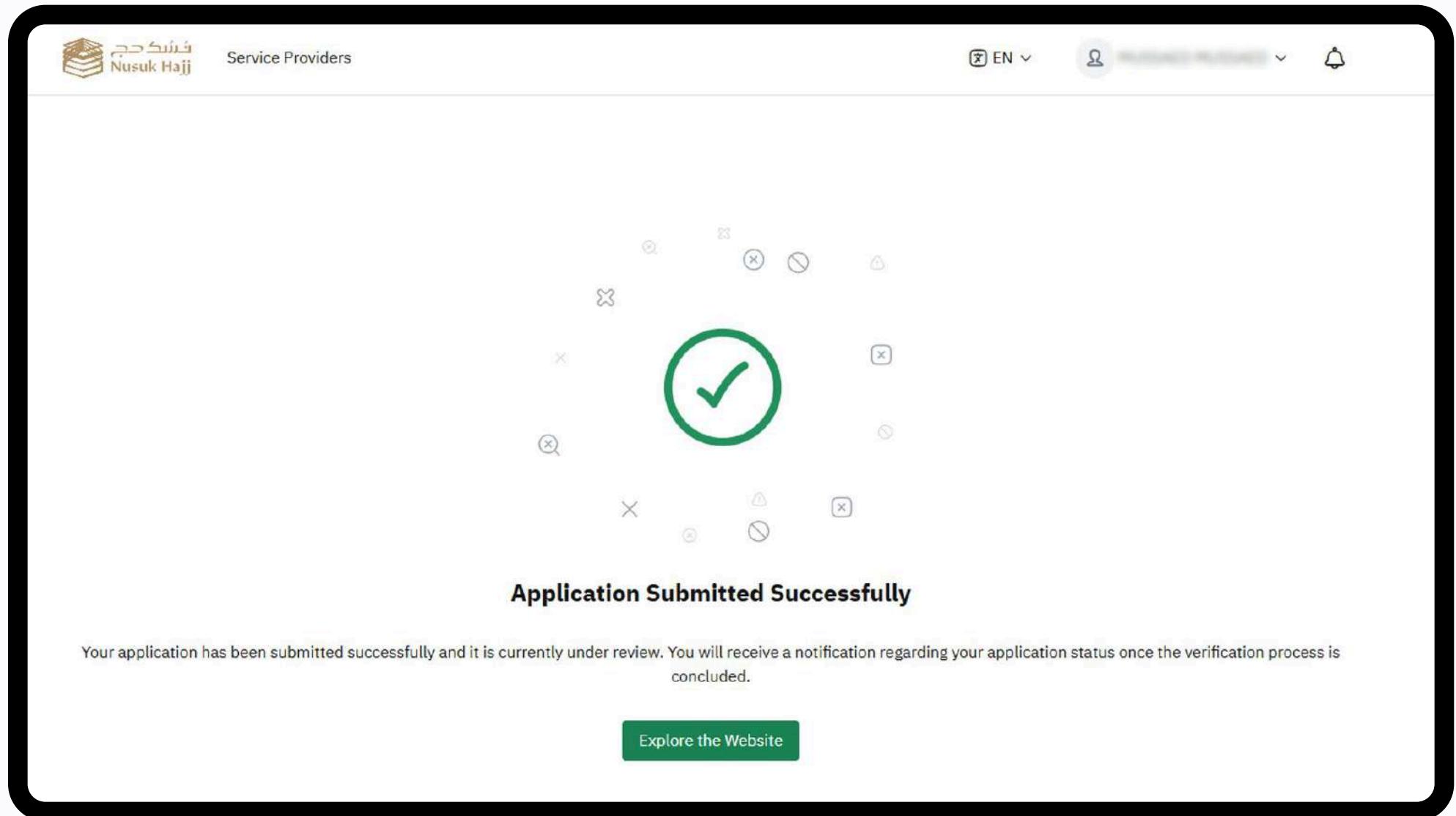
Previously Received a Visa To Enter KSA?	No
Previous Visa Rejection To Enter KSA?	No
Do You Have Relatives Residing in KSA?	No
Does your passport contain any restriction/condition/valid for only one trip?	No

13. Summary

Then you will be redirected to the Summary that you review the previously added details and approve the check boxes then **“Submit”**.

Note : You can add a family member also .

Continue Registration Steps:



14. Submitting Application

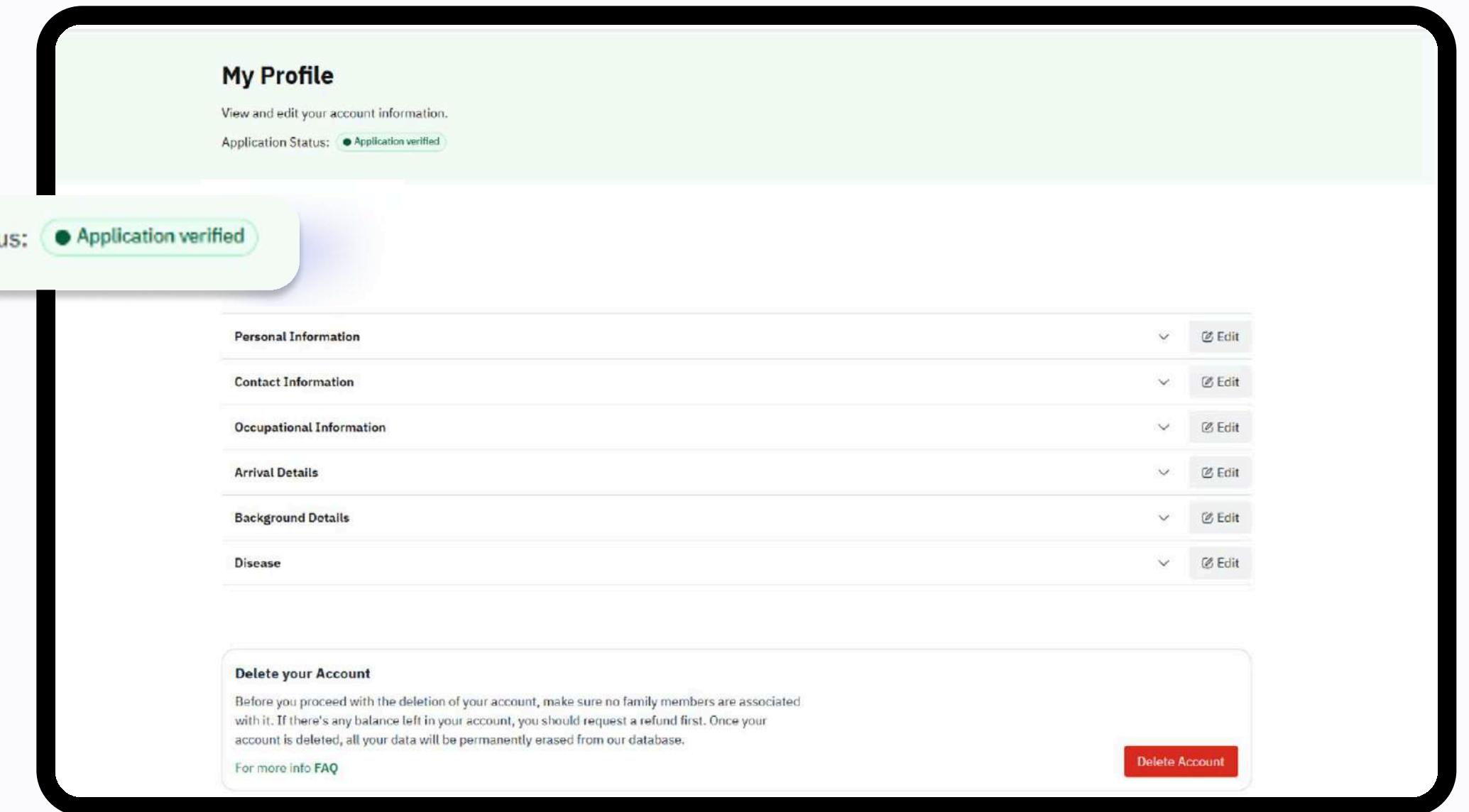
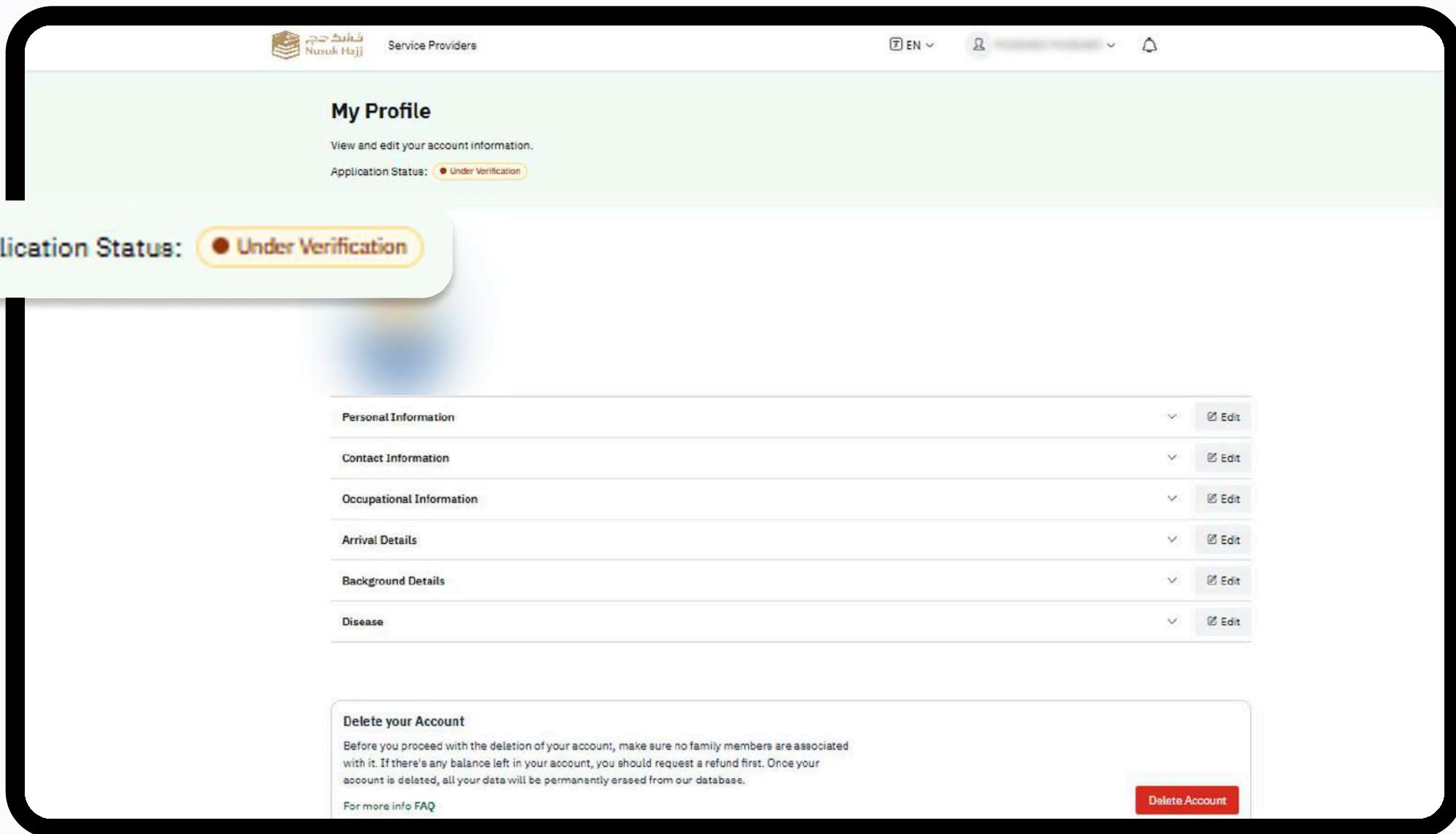
After Submitting the Application, you can Browse the site.



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Nusuk Hajj

Profile

My Profile Steps:



1. My profile, When going to My Profile we can:

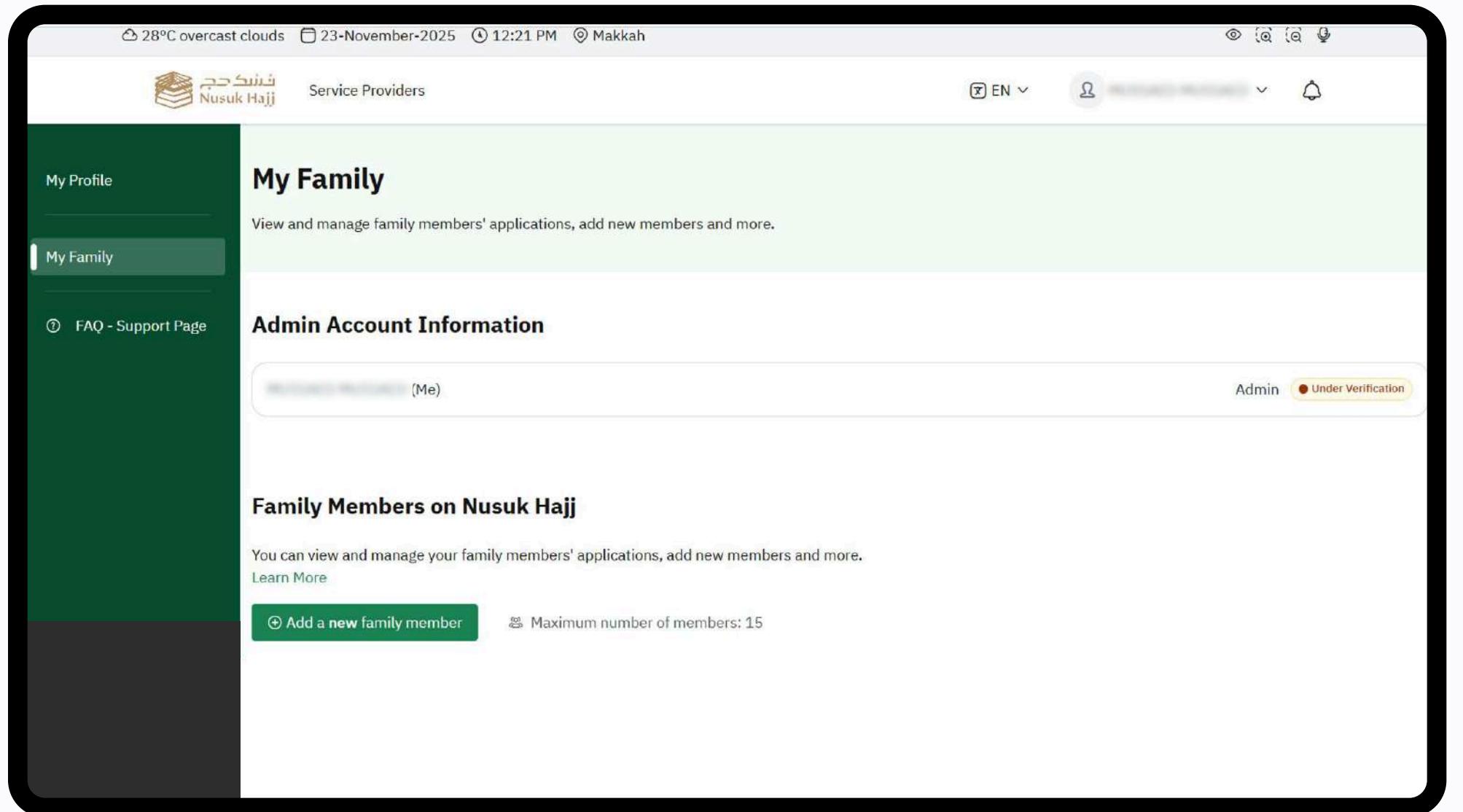
1. View the Application Status.
 - **Under Verification** Status.
 - **Verified** Status.
 - **Rejected**: In this status you will get email notification with the rejection reason ,and you can go to your account and update it, after update the status will return to be under verification until getting reply.
2. Check or Edit personal information.
3. Also, you can delete your account.



نُسُك حجٌّ
Nusuk Hajj

Add & Manage Family members

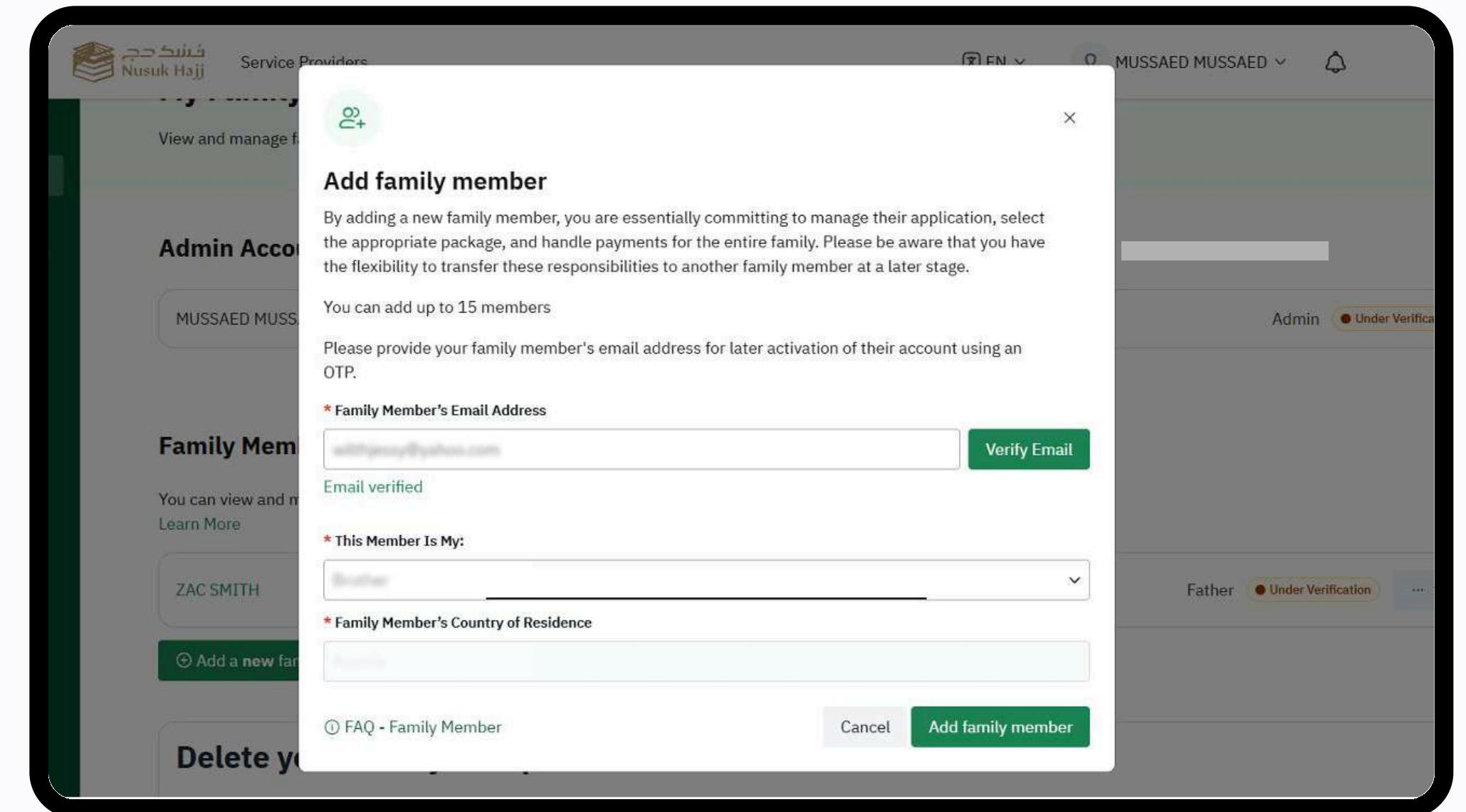
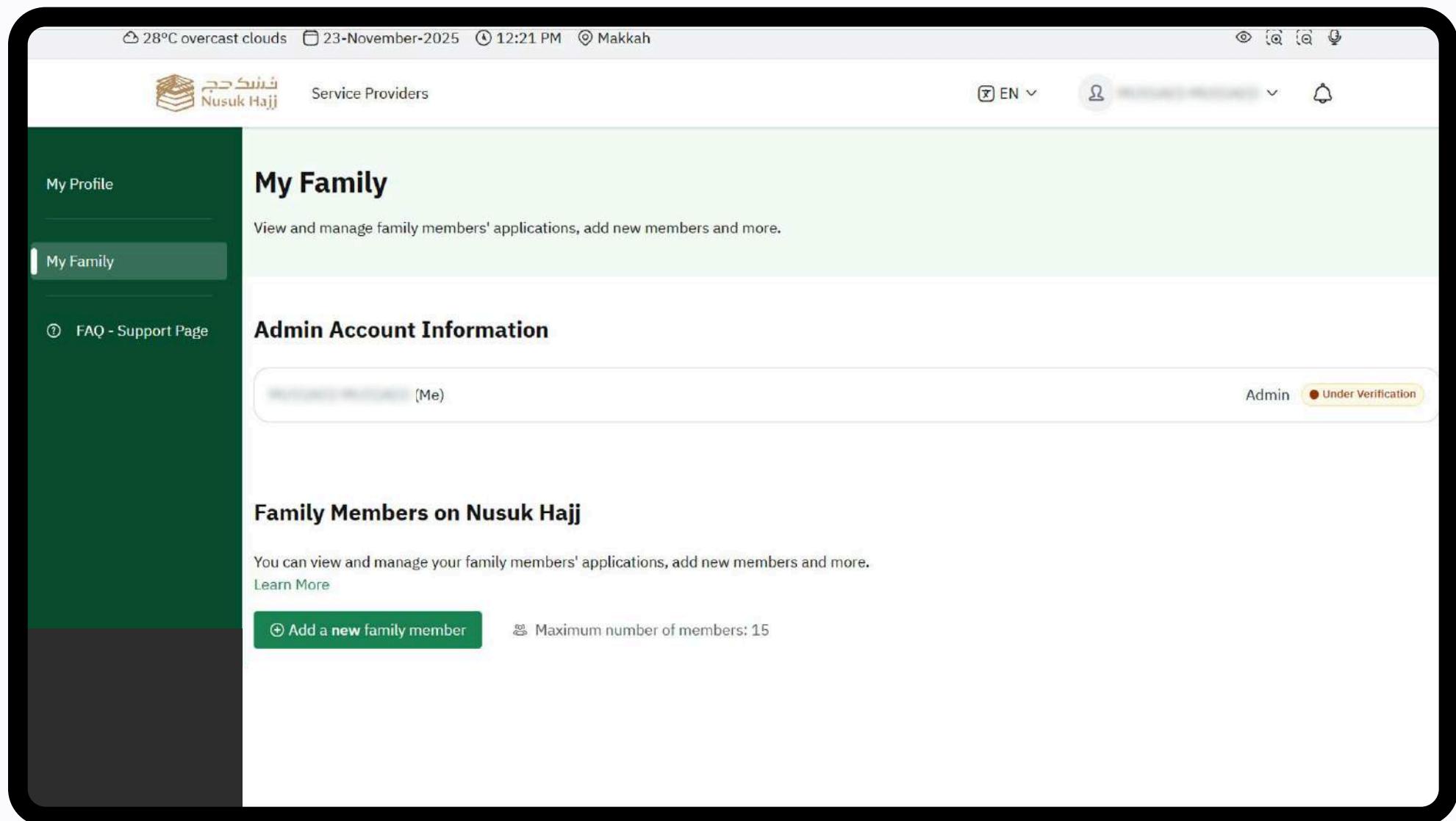
My Profile Steps:



1. Family members

1. Check “**add or edit my family members**”
2. Add a new family member

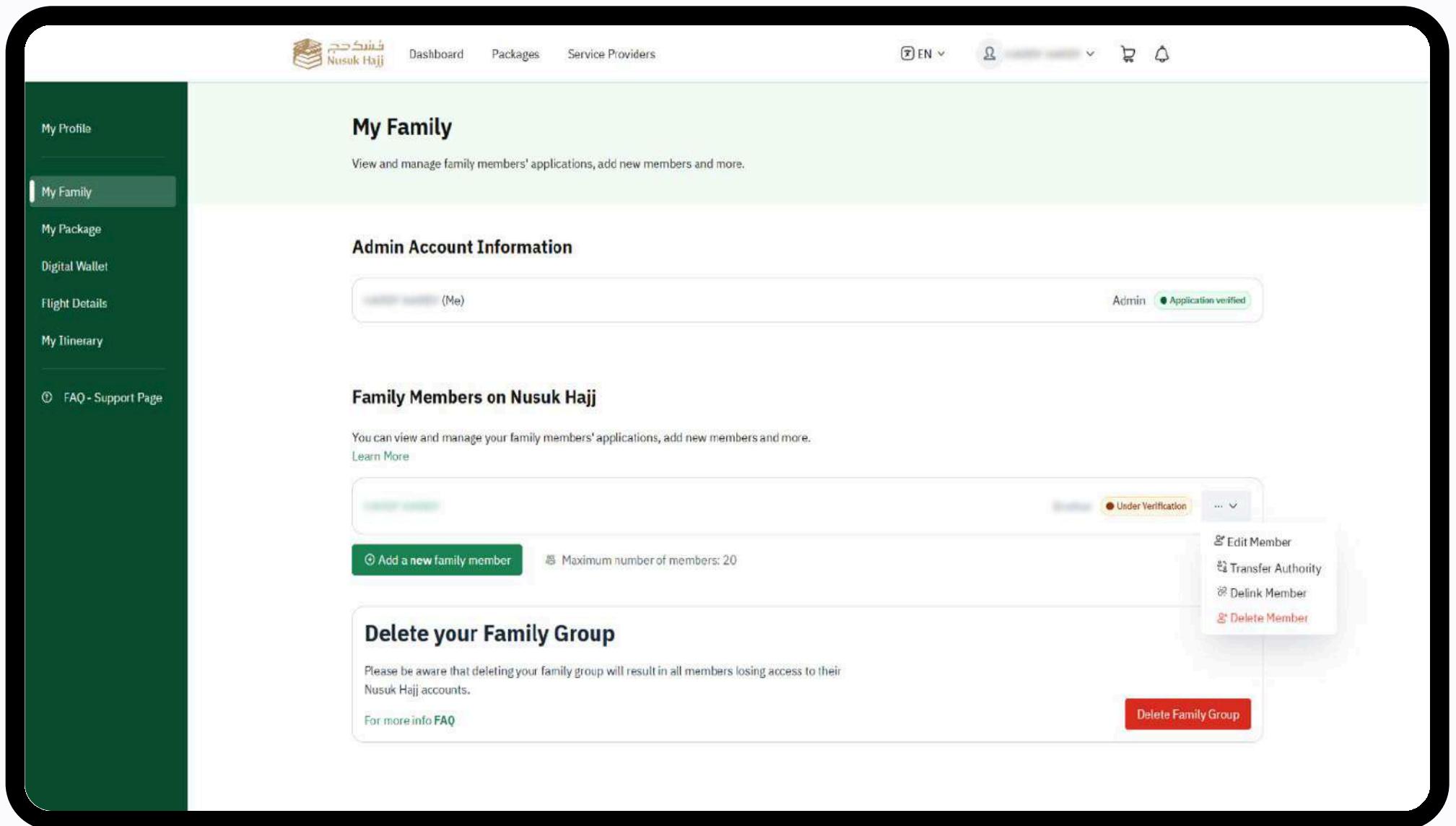
Add Family members Steps:



2. Adding New Family Member, Adding New Family Member will redirect you to pop-up:

1. Add Family Member's Email.
2. Family Relationship.
3. Family member's Country of Residence.
4. Confirm Country of Residence.
5. Then press "**Add a family member**" the member will get an OTP Code in email his/her email to be added in system to continue.
6. Then you will be redirected to same steps as the registration but this for the added family member.

Managing Family members Steps:



3. Family Member Management

When you finish adding family members will appear in Family Members tab and you can add another member, Transfer authority & Edit & Delink Member & Delete current member.

Note: You can add family members up to 7 members under your account.

De-Link Family members Steps:

4. De-link Member

1. From my family.
2. Manage members.
3. Choose member to delink.
4. Choose delink reason.
5. When you finish adding family members will appear in Family Members tab and you can add another member, Transfer authority & Edit & Delink Member & Delete current member.

Note: This step will delink the member from your account and if the member have registered by his/her email before his/her account will be a separate account.

- **Note:** The only action the family member can do if he/she have registered with the email is delink from the admin account.

Deleting Family members Steps:

The screenshot shows the 'My Family' section of the Nusuk Hajj application. On the left, a sidebar menu includes 'My Profile', 'My Family' (which is selected and highlighted in green), 'My Package', 'Digital Wallet', 'Flight Details', 'My Itinerary', and 'FAQ - Support Page'. The main content area is titled 'My Family' and contains sections for 'Admin Account Information' (with a status of 'Application verified'), 'Family Members on Nusuk Hajj' (with a note about viewing and managing applications), and 'Delete your Family Group' (with a note about losing access to accounts). A 'Actions' dropdown menu for a member named 'MUSSAED MUSSAED (Me)' includes options: 'Edit Member', 'Transfer Authority', 'Delink Member', and 'Delete Member' (which is highlighted in red).

The screenshot shows a confirmation dialog titled 'Delete Family Member Account'. It contains a message: 'By deleting a family member's account, all their records and data will be permanently erased from our database.' Below this is a required field 'Reason to Delete' with a dropdown menu labeled 'Please Select...'. There is also an acknowledgment checkbox: 'I acknowledge that if I delete a family member's account, I will be required to re-register all their data again.' At the bottom are 'Cancel' and 'Delete' buttons.

5. Delete Member

1. From My Family.
2. Manage member.
3. Choose member to delink.
4. Choose delete member.
5. Enter OTP sent by mail to apply this step.

Transfer Authority from Family Steps:

6. Transfer Authority

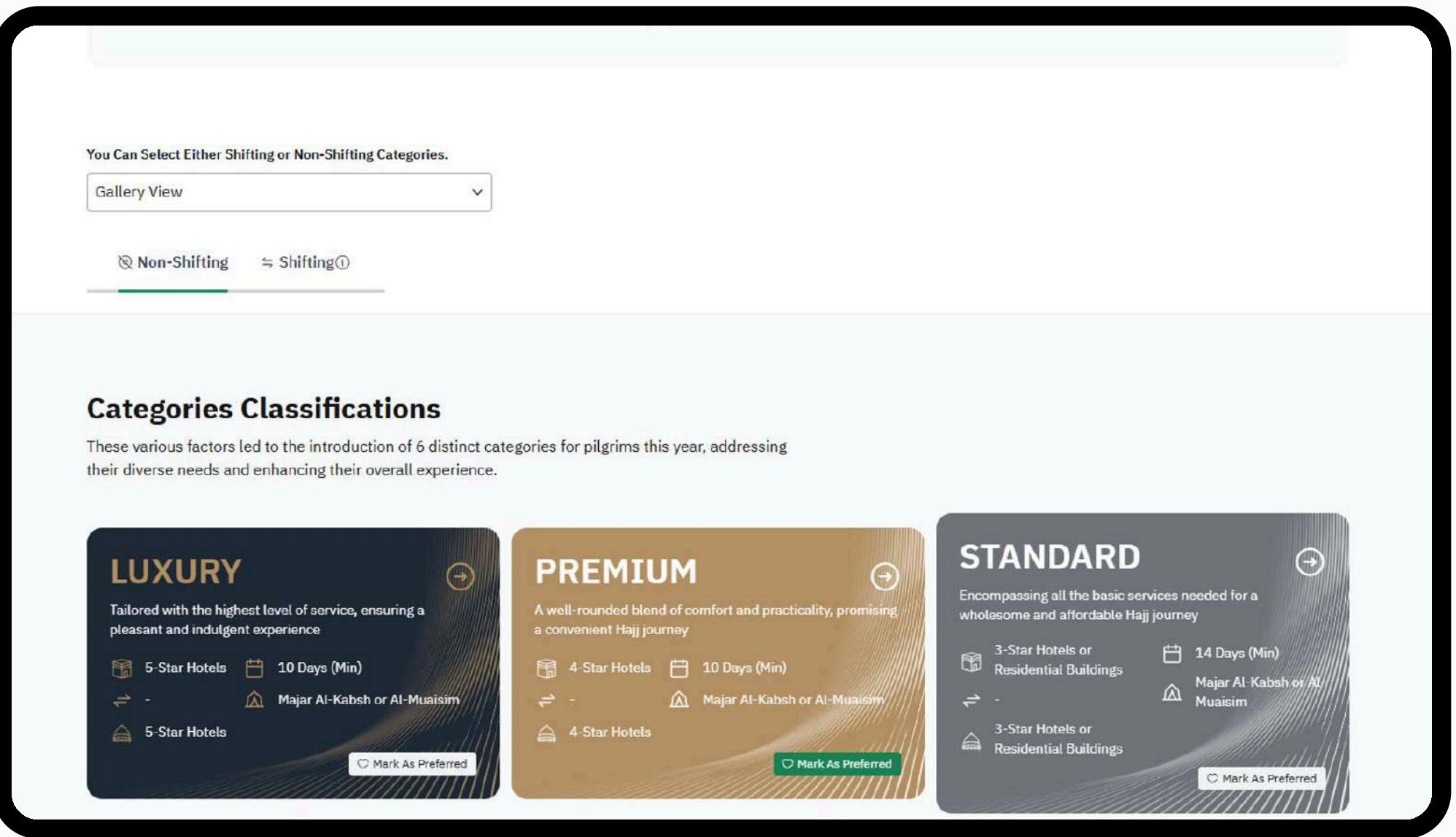
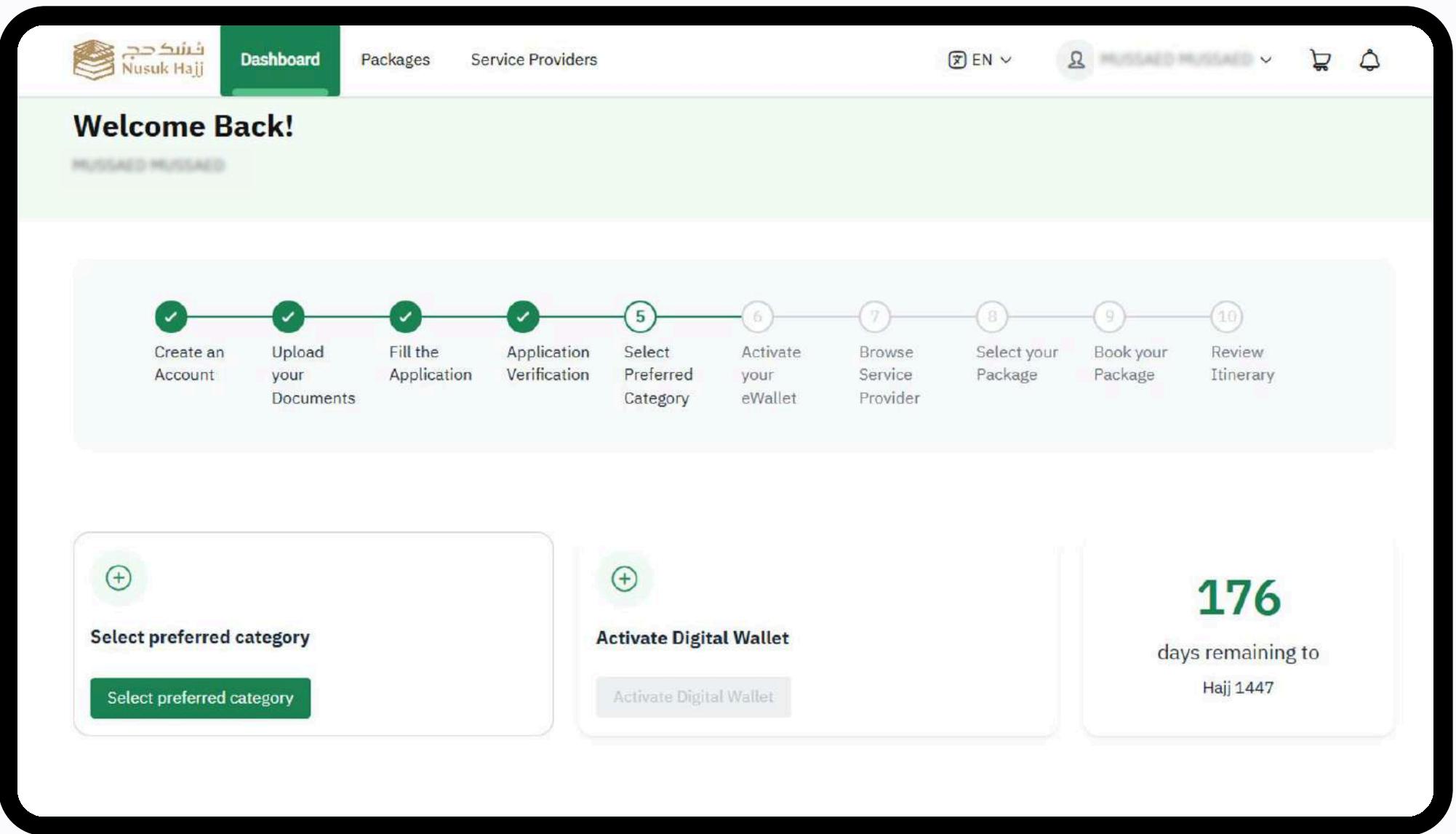
1. Choose the member to transfer authority.
2. Then Press yes.
3. The chosen member will receive a notification.
4. Chosen member will have two options accept or reject.



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Nusuk Hajj

Account Post Audit

Select Preferred Category Steps:



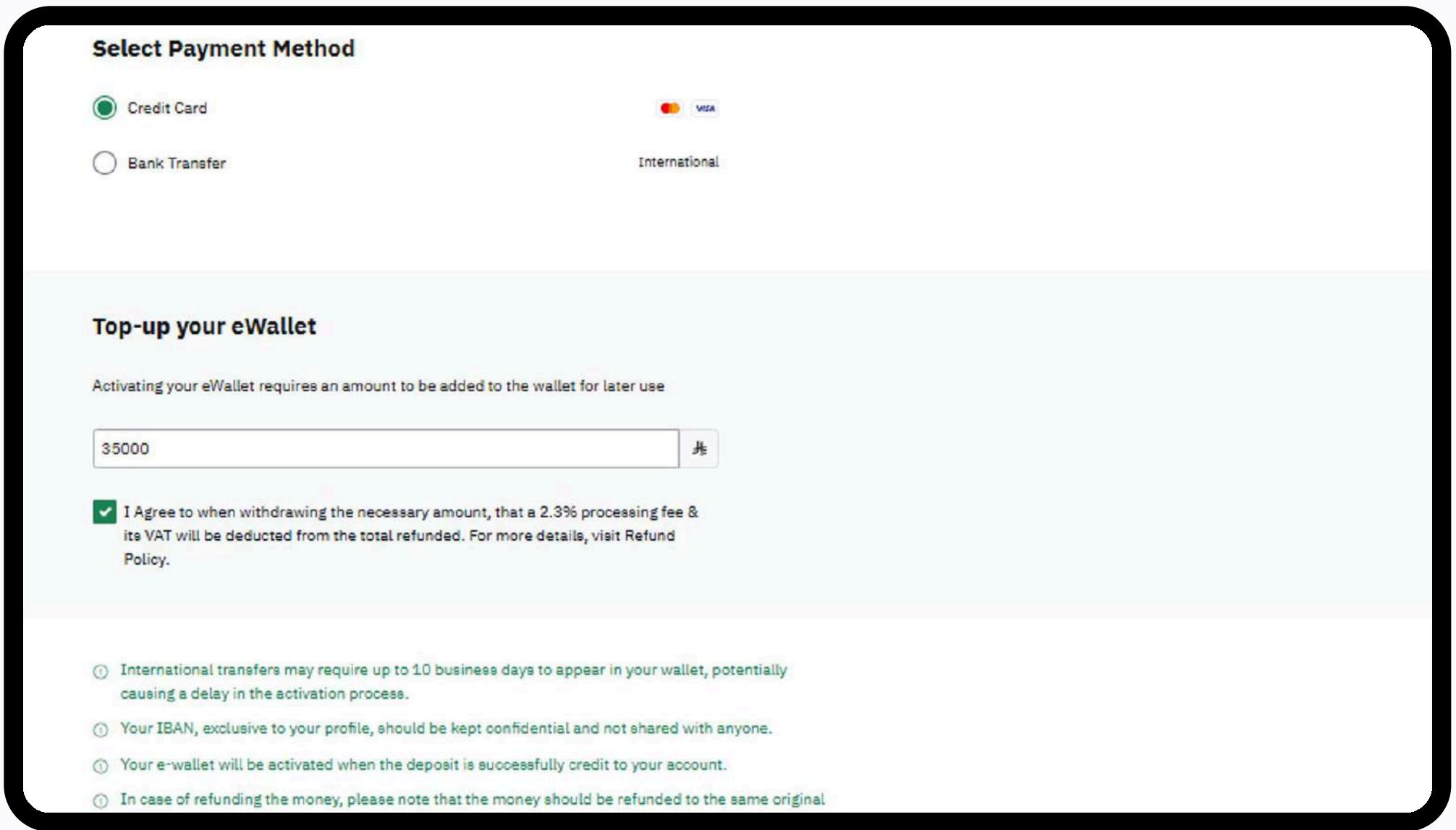
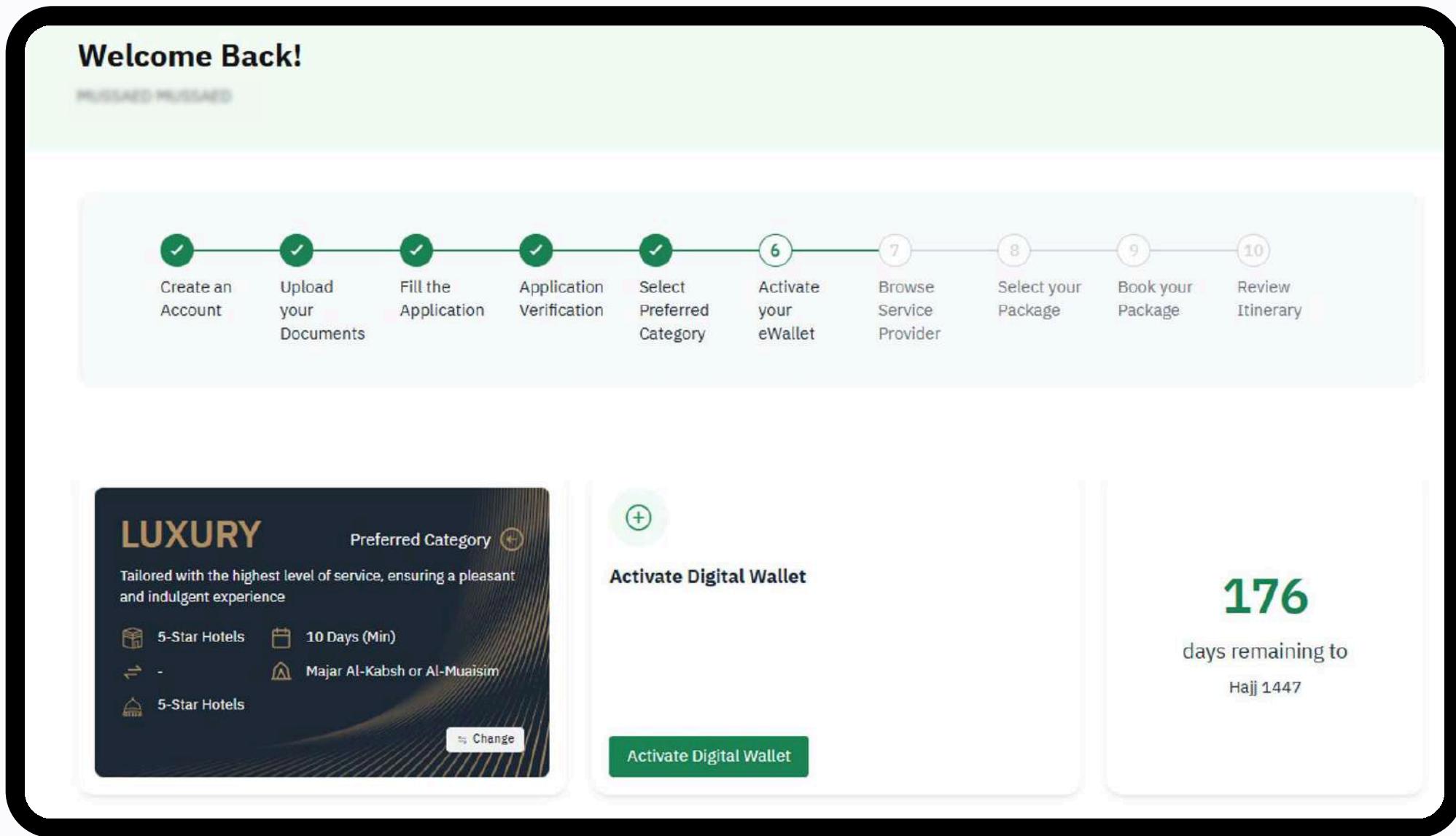
1. Post - verification

After Receiving application verification, we can view Packages and Select Preferred

Category by pressing Mark as Preferred. Here are the available package categories:

- **Luxury**
- **Premium**
- **Standard**

Activate E-wallet Steps:

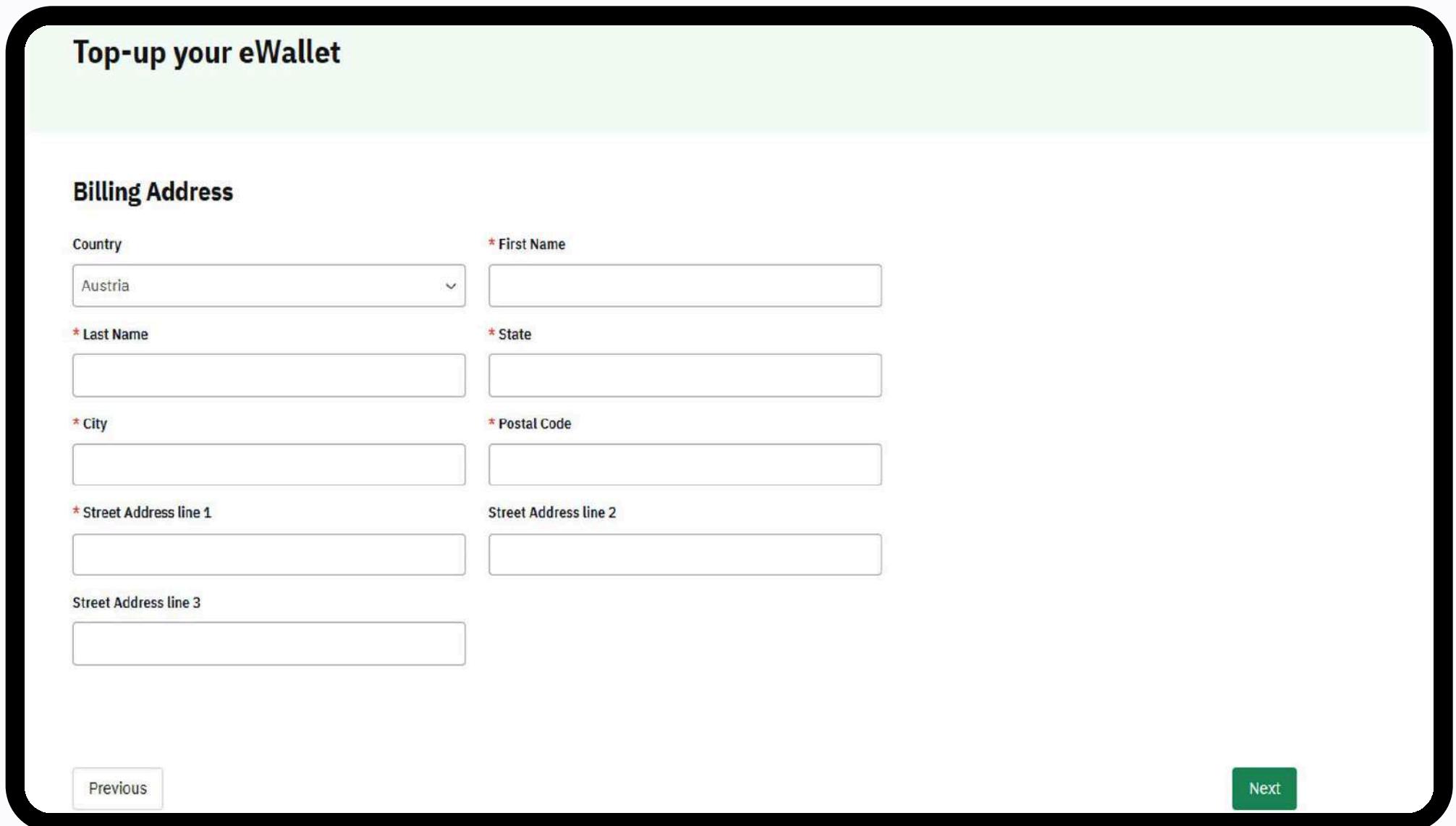


2. Activate E-wallet

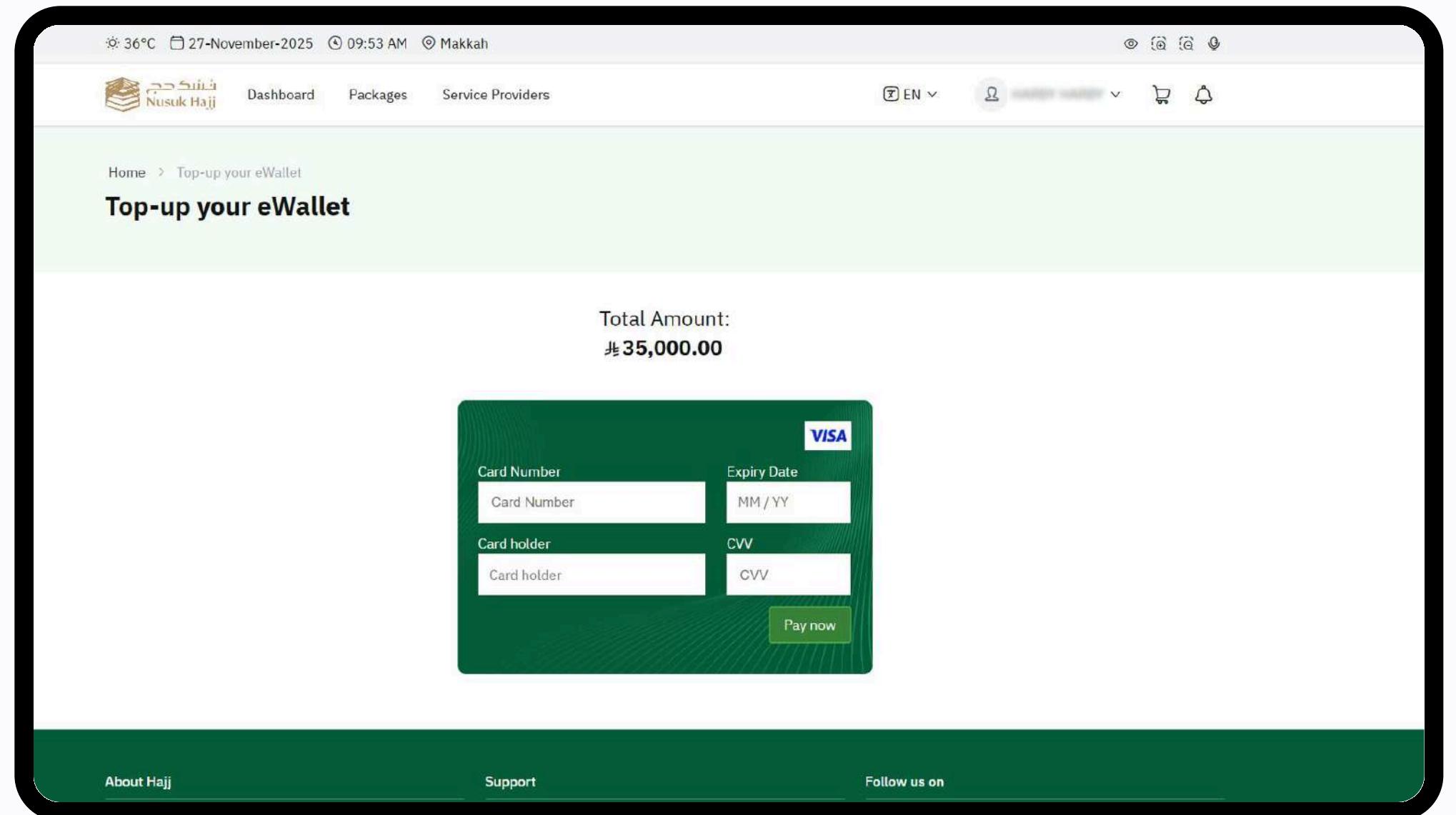
After audit process and getting the verification approval, you will be redirected to activate your eWallet page, or you can go to your dashboard to activate it:

1. After choosing the preferred package, click on **“activating the eWallet”**.
2. When activating, a pop-up message will appear to choose the payment method (Credit Card or Bank Transfer).

Top up E-wallet Steps:



The screenshot shows a 'Billing Address' form within a 'Top-up your eWallet' section. The form includes fields for First Name, Last Name, State, City, Postal Code, Street Address line 1, Street Address line 2, and Street Address line 3. A dropdown for Country is set to Austria. There are 'Previous' and 'Next' buttons at the bottom.



The screenshot shows a 'Top-up your eWallet' page. It displays a total amount of '35,000.00'. Below this, there is a 'VISA' payment form with fields for Card Number, Expiry Date, Card holder, and CVV. A 'Pay now' button is at the bottom right. The page includes a header with the Nusuk Hajj logo and navigation links for Dashboard, Packages, and Service Providers. A footer with links for About Hajj, Support, and Follow us on is also visible.

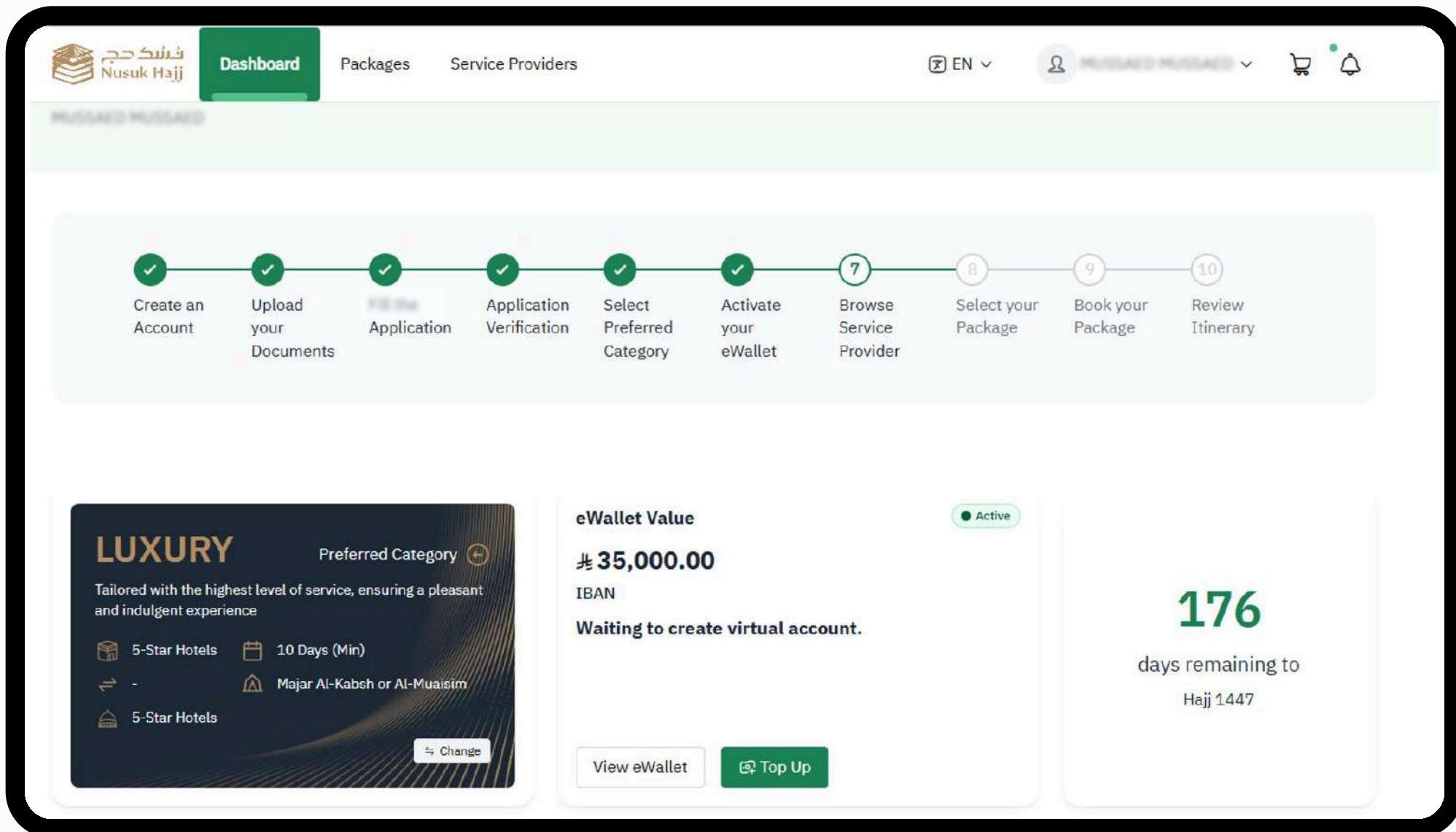
3. Top up E-wallet, After choosing the payment method, you'll be redirected to the Top-up page:

- In Case you choose “**Credit Card**” you will enter the amount then click next to add the card details.
- In Case you choose “**Bank Transfer**” a page will appear to add your Personal bank details information.

After clicking the “**next**” button, the data is saved to the profile and Nusuk Bank details will appear.

Note: The IBAN appeared below is Nusuk user IBAN

View E-wallet Steps:



4. View Wallet, There are two ways to check your eWallet:

From Dashboard Page:

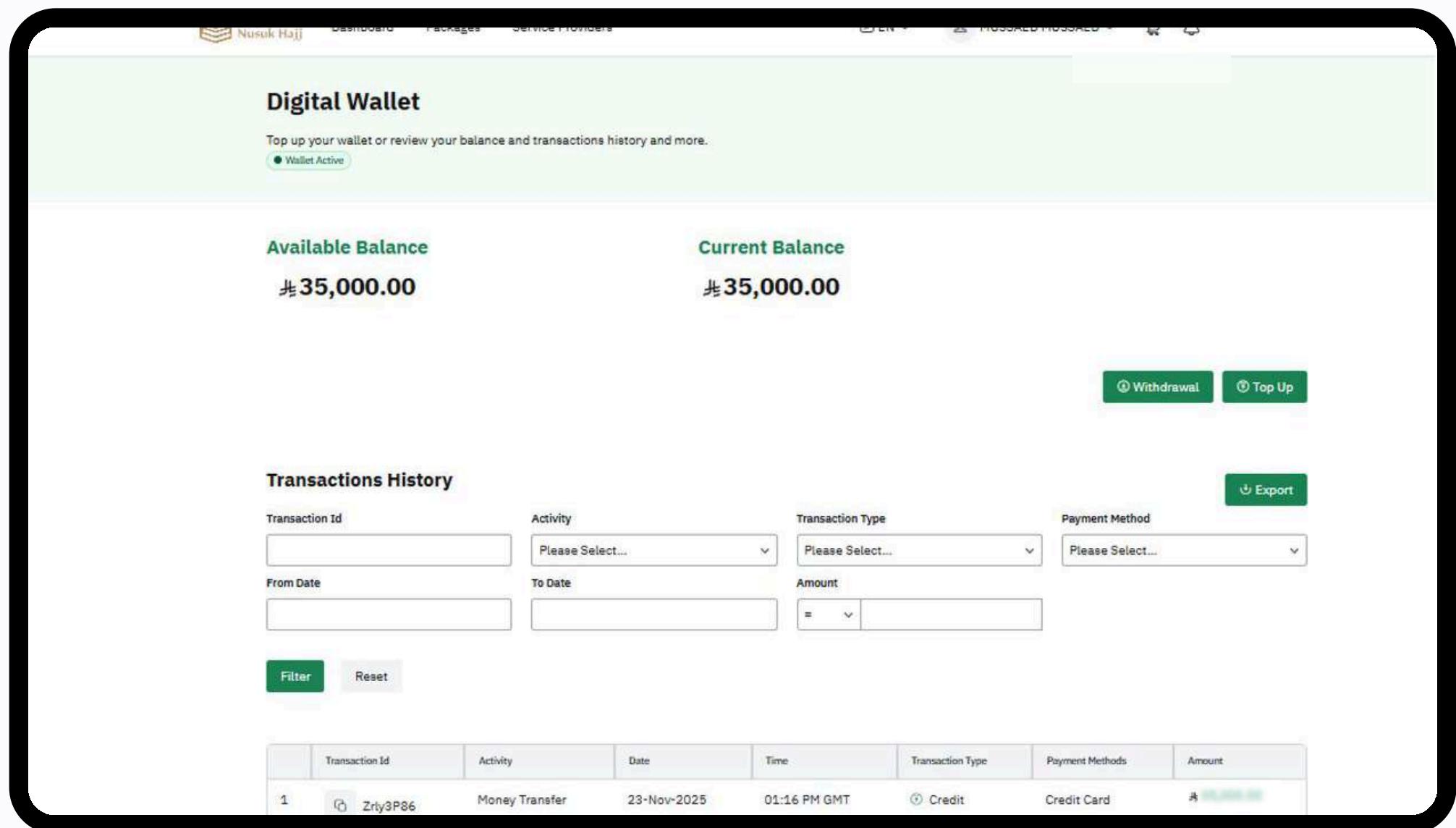
1. Go to dashboard.
2. From the box of eWallet Value.
3. Click View eWallet.

From My Profile:

1. Go to My Profile.
2. On the left side, will find My Wallet.

Note: You can add family members up to 7 members under your account.

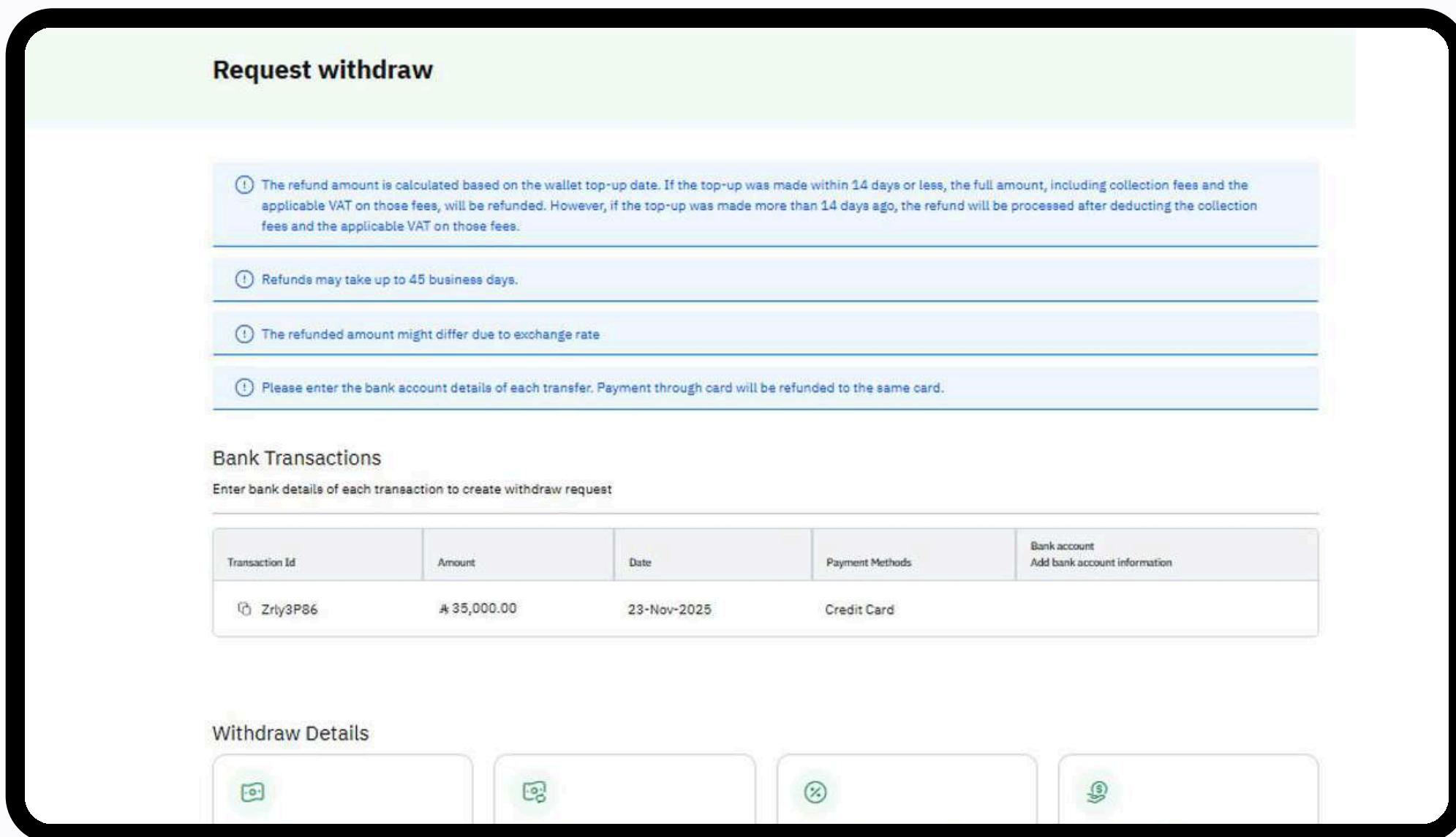
Wallet History & Details Steps:



5. Wallet History & Details, After going to My Wallet will appear :

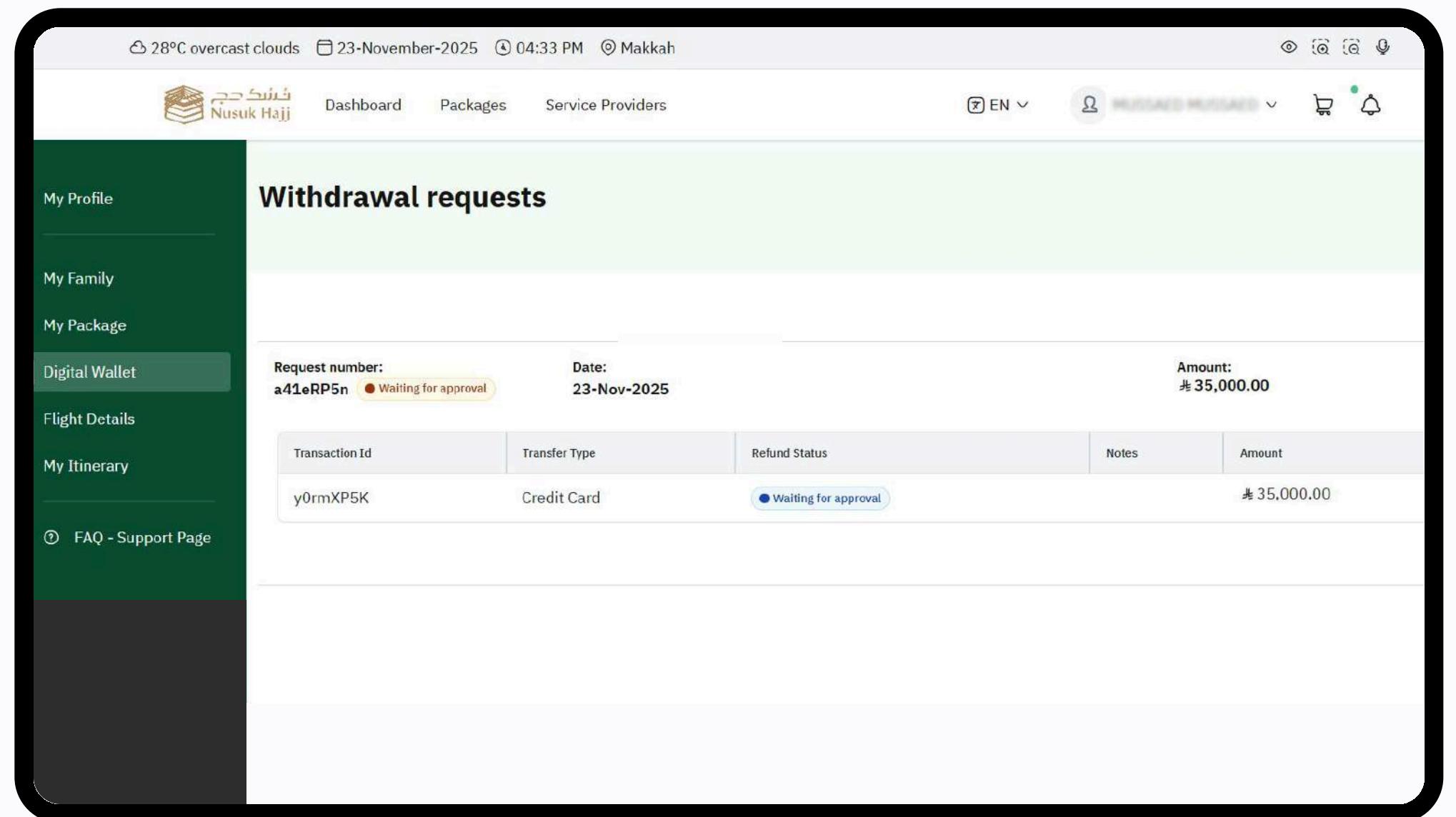
- 1. Transaction History:** The eWallet charging and refund done on the current account.
- 2. Bank Account Details:** The current account Bank Details & can be edited by pressing the Change button and update the Bank Account info.
- 3. Top-Up Button:** Will redirect the user to Top-up page in appeared at the beginning.
- 4. Withdrawal:** Will redirect the user to the refund page.
- 5. Export:** Allow the user to export the transactions as PDF.
- 6. Print:** Allow the user to print current transactions.

Refund request Steps:



3. Refund

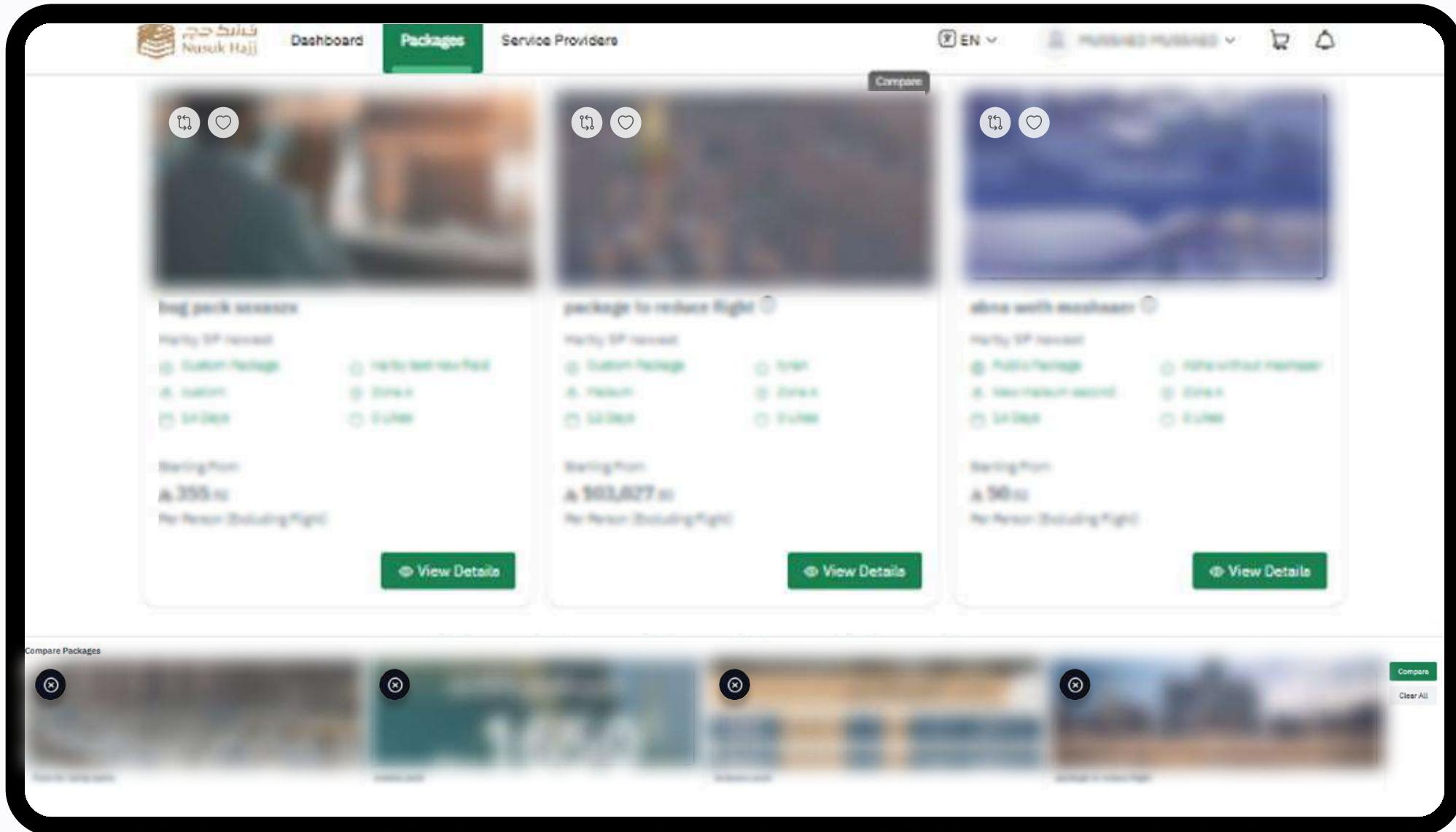
1. Go to My Profile.
2. My Wallet.
3. Press Withdrawal Button - will appear a disclaimer (Must read carefully and approve).
4. After approving on disclaimer the refund will be done on the whole amount in the wallet.
5. **Note :** The refund value will be returned to the same way charged the e-Wallet before.



example: If you charged 100 through Credit Card and 50 through Bank Transfer the refunded amount will automatically return the 100 to the used Credit Card and 50 to Bank Account added .

Compare and purchase a package

Compare & purchase a package Steps:



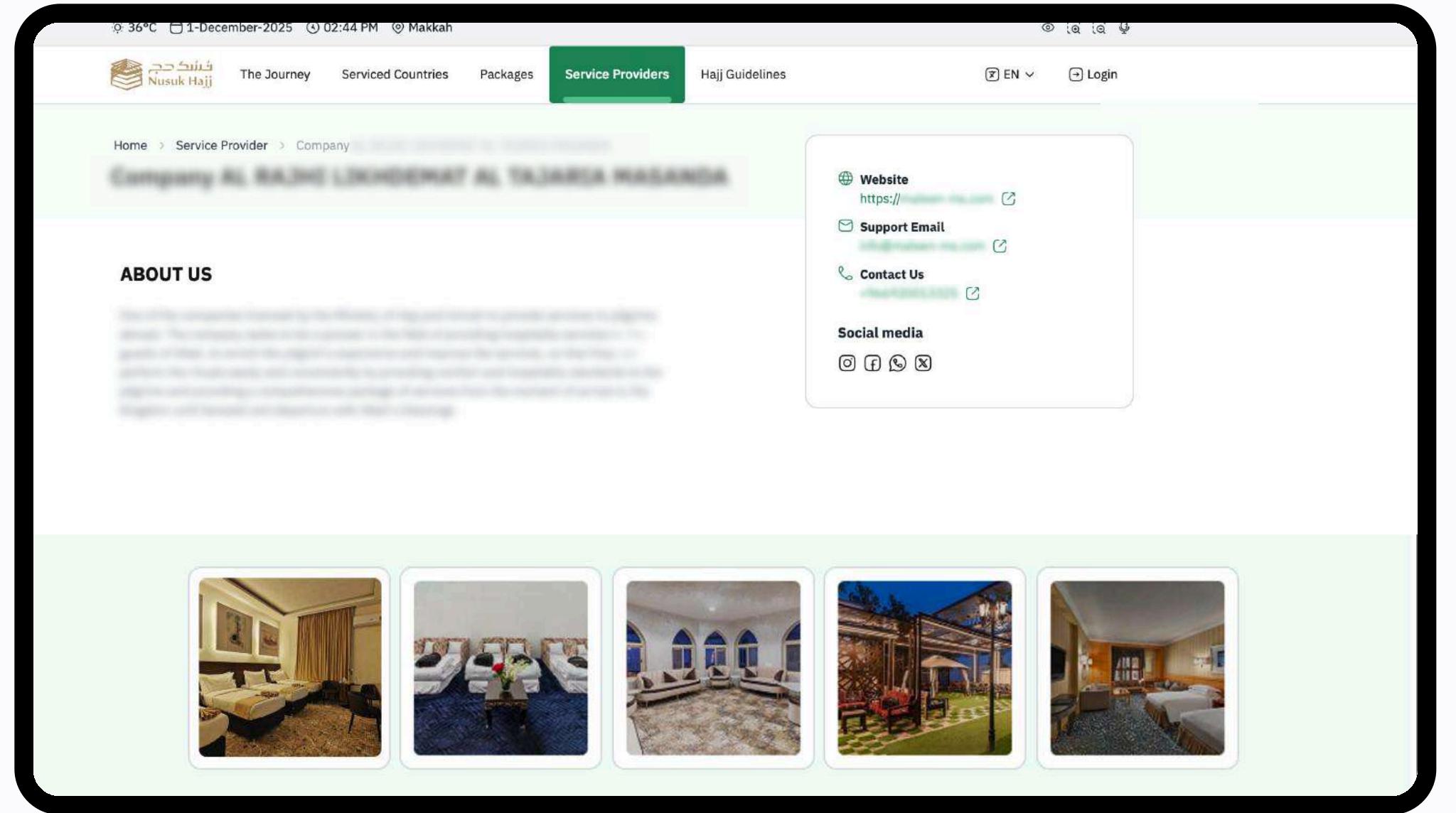
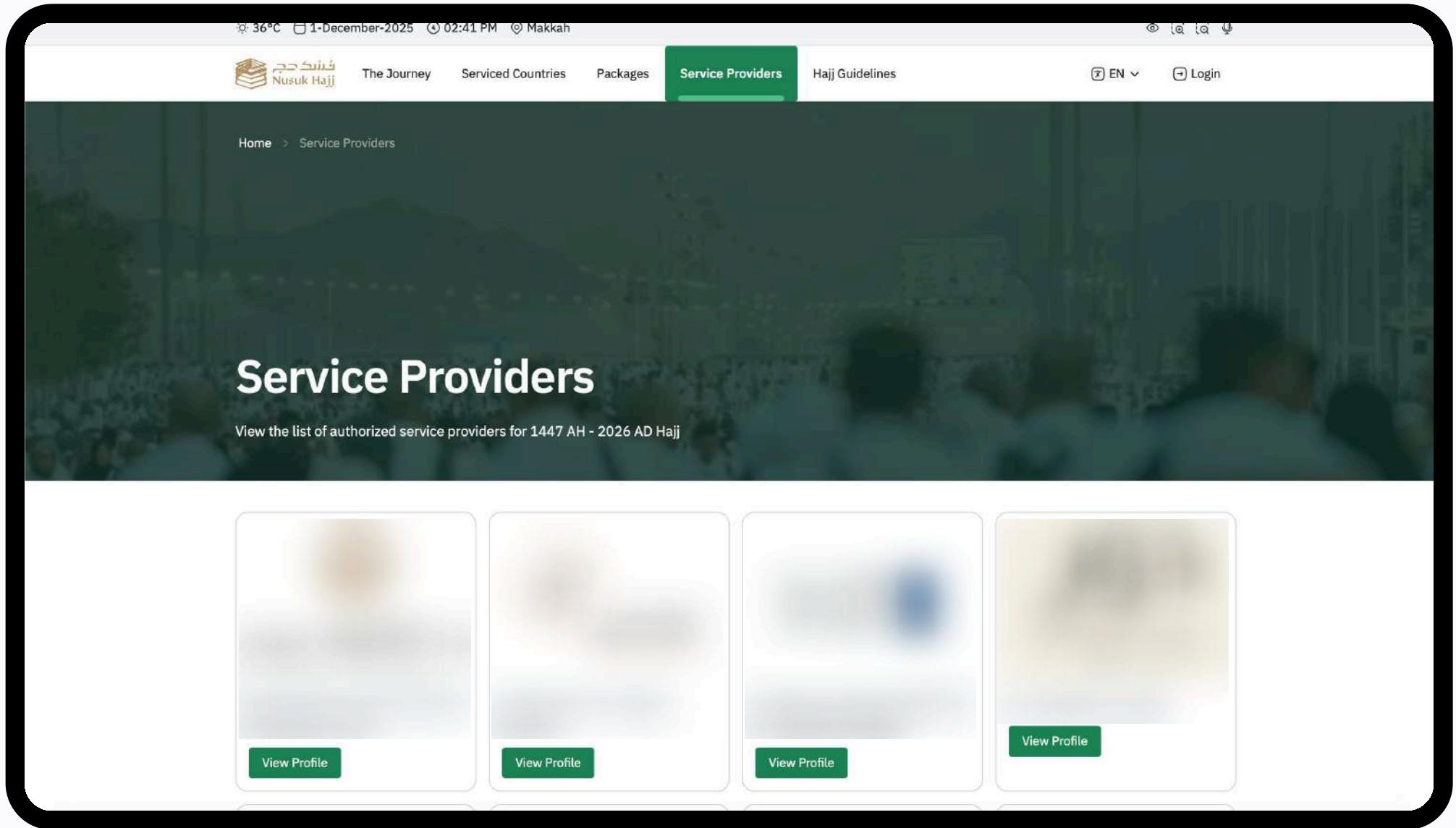
Package Name	Big pack service	package to reduce Right	abla with mealshare
Service Provider	Hajj & Umrah	Hajj & Umrah	Hajj & Umrah
Package Price Starts From	Rs 100000	Rs 100000	Rs 100000
Package Category	Hajj & Umrah	Hajj & Umrah	Hajj & Umrah
Package Duration	07 days	07 days	07 days
Makkah Hotel 1	Mecca Hotel 1	Mecca Hotel 2	Mecca Hotel 3
Makkah Hotel 2	Mecca Hotel 4	Mecca Hotel 5	Mecca Hotel 6
Makkah Hotel 3	Mecca Hotel 7	Mecca Hotel 8	Mecca Hotel 9

1. Comparison between packages, based on the following criteria:

Service provider - package price - package category - package duration - primary accommodation (Makkah) - transitional accommodation - accommodation in Madinah - transportation - availability of group flights from the pilgrim's country of residence and the camp.

- After reviewing and comparing the packages, the pilgrim can select five preferred packages.

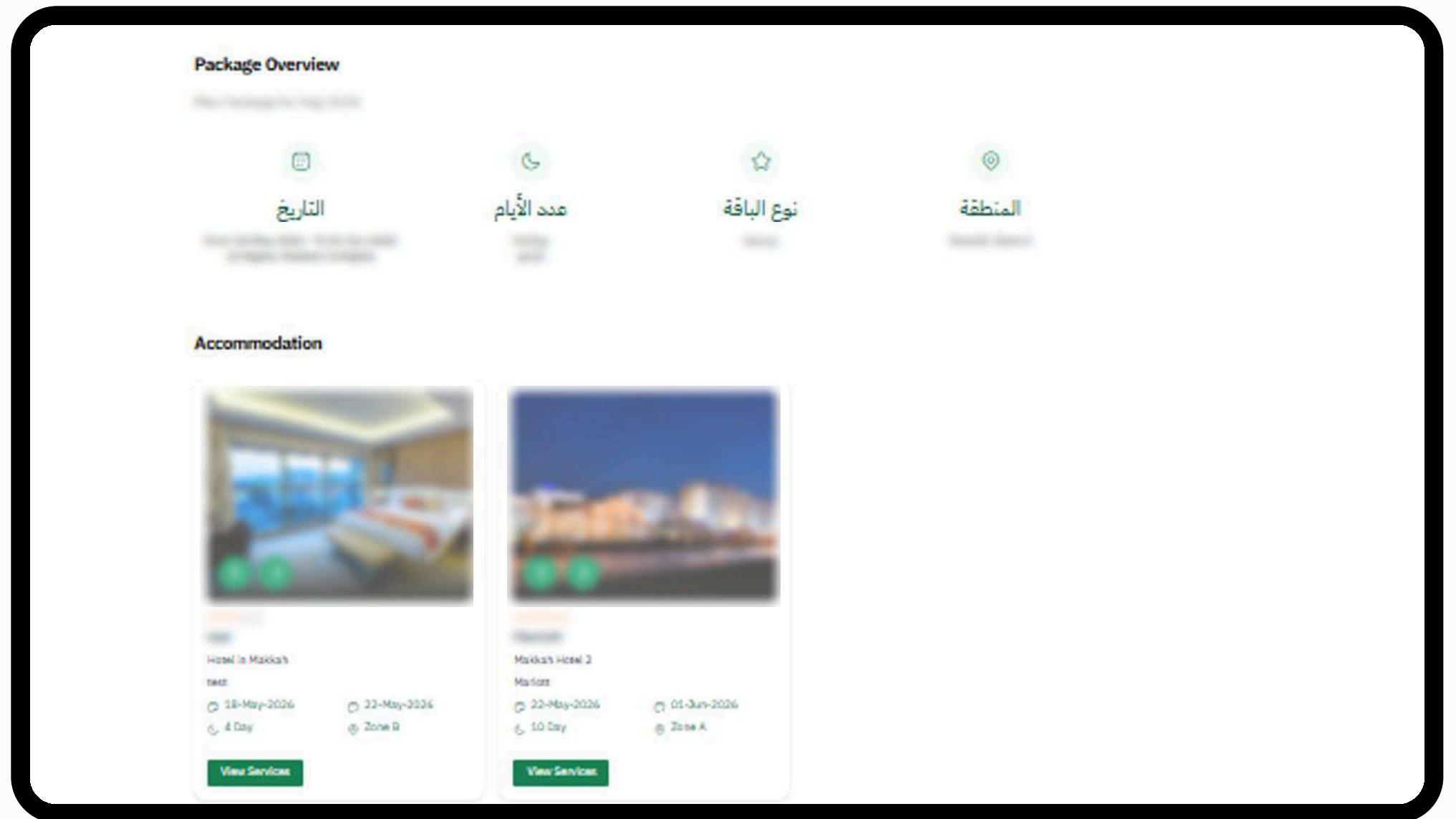
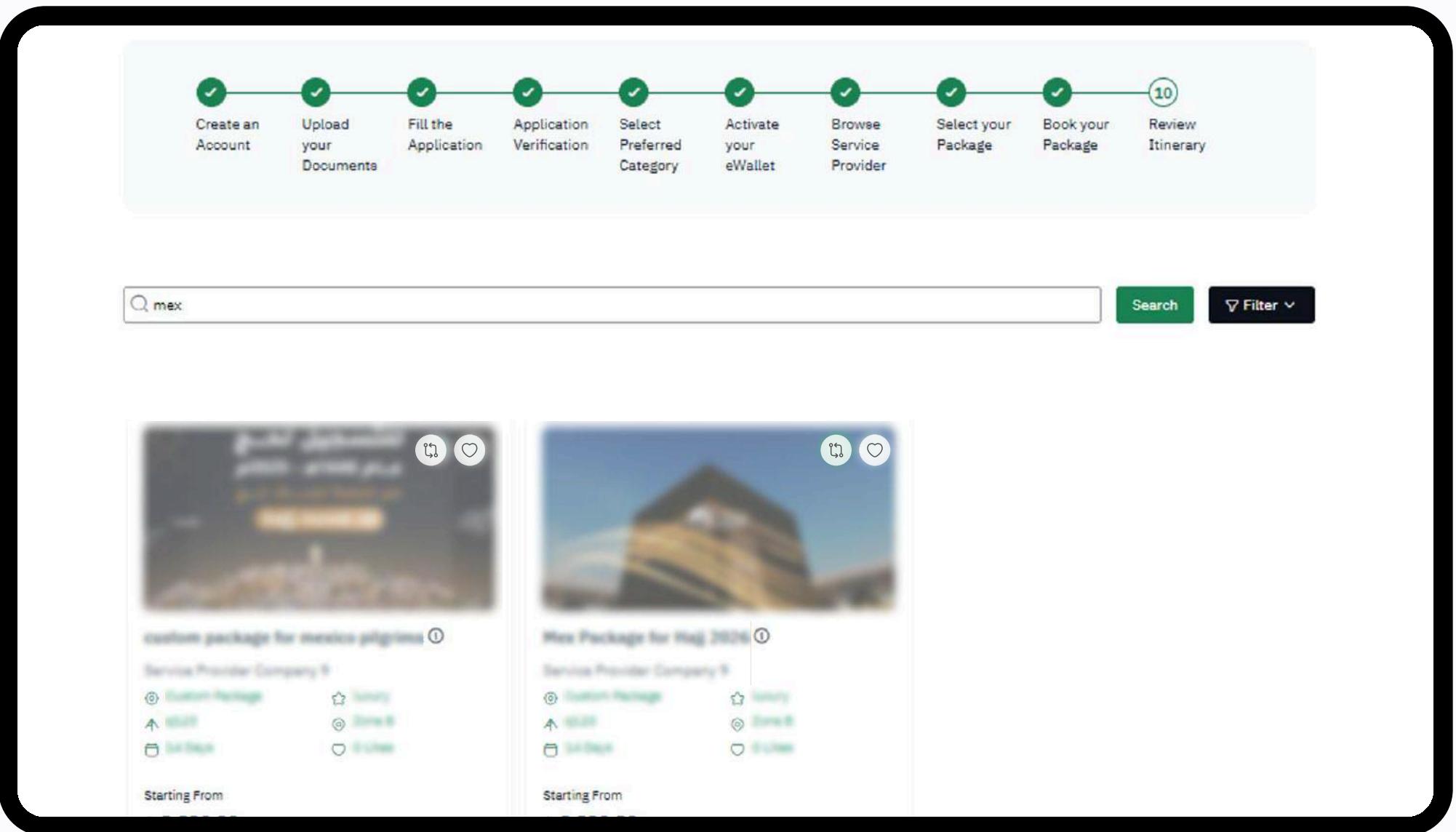
View service providers Steps:



2. Displaying the approved service-providing companies:

The user can view the approved service providers on the Service Providers page.

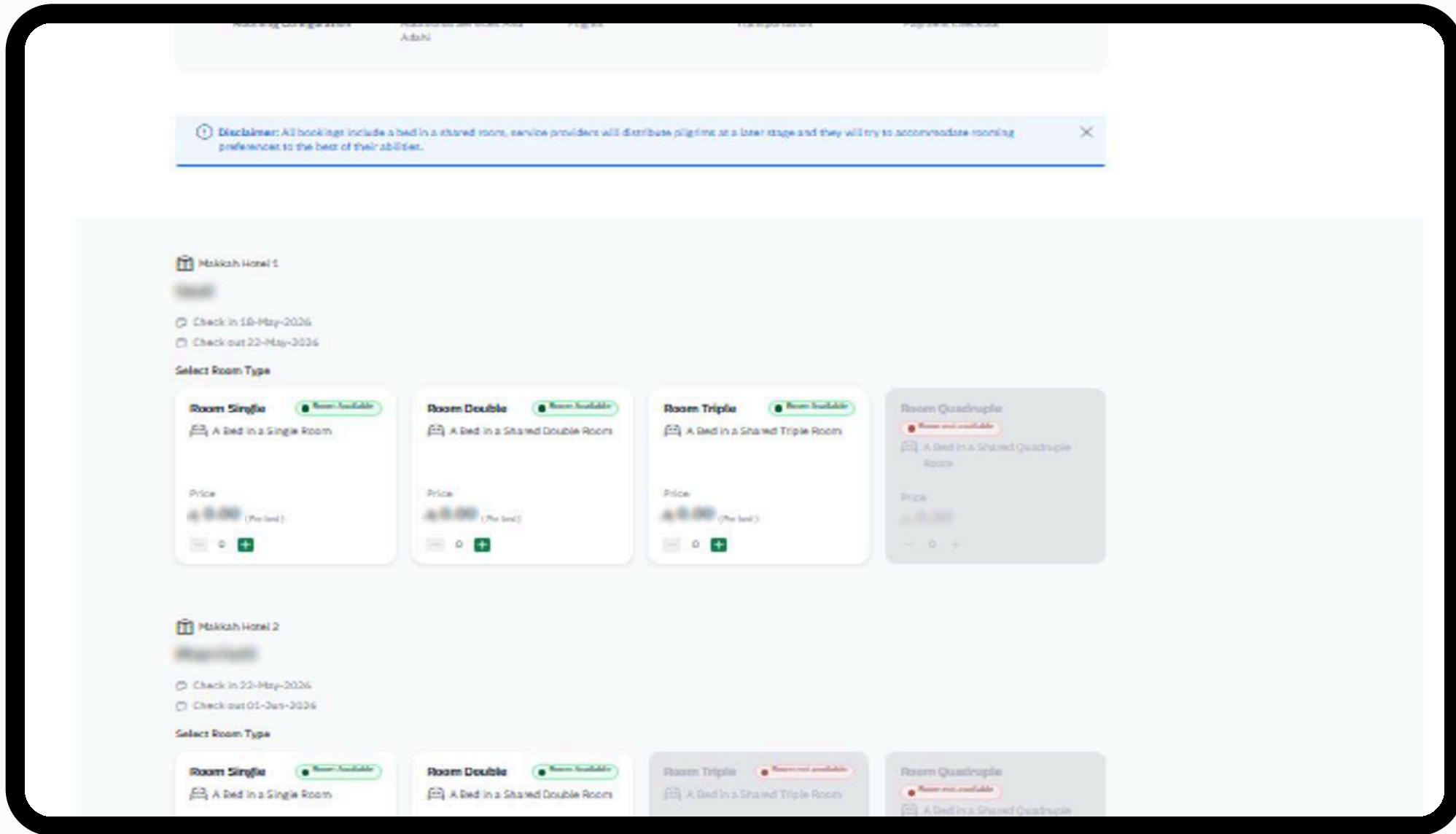
Purchase a package Steps:



3. Purchasing a package

Select the package and complete all booking steps.

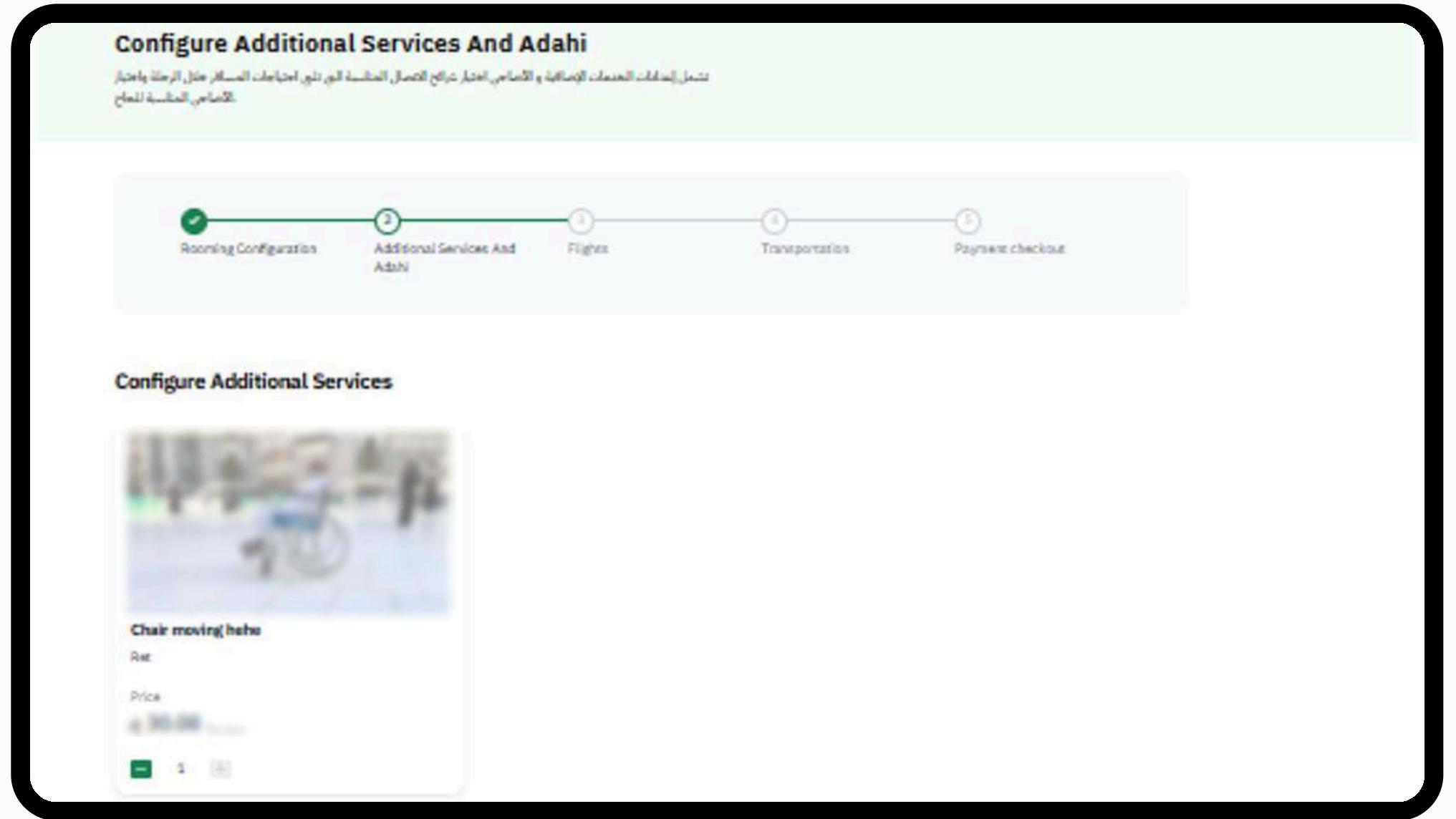
Purchase a package Steps:



4. Book Room

Select rooms:

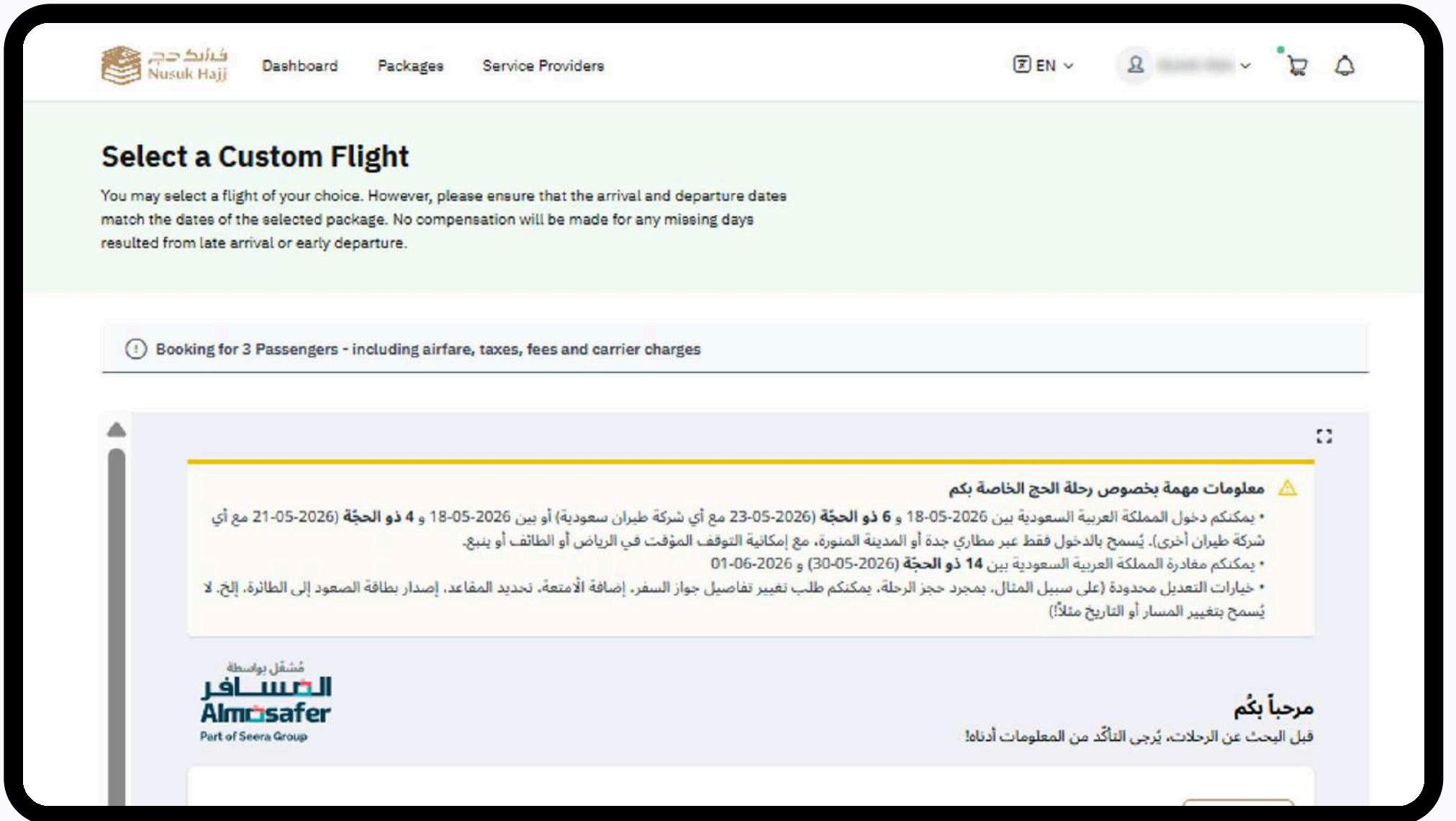
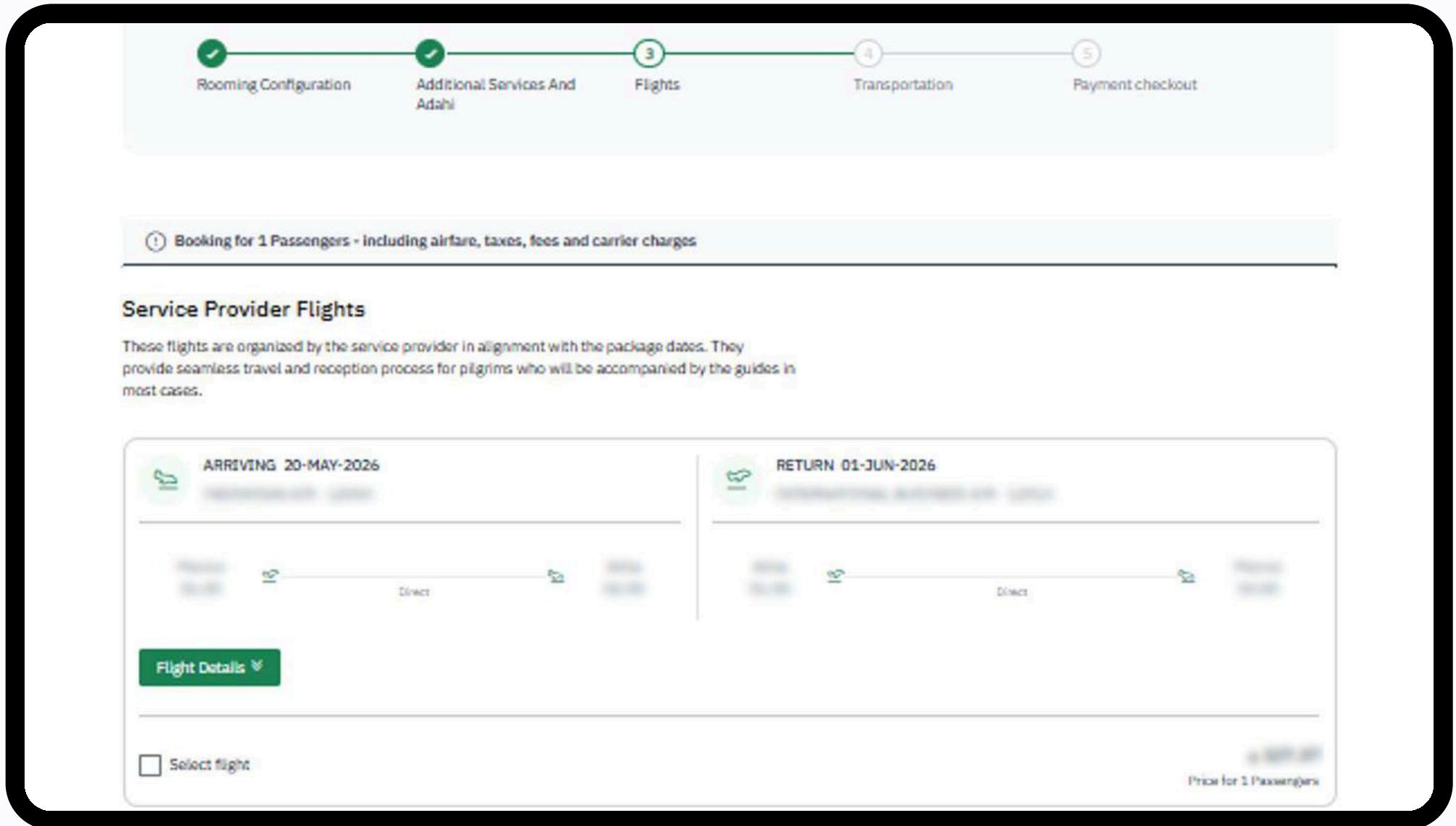
Rooms and beds can be selected and reserved according to the pilgrim's preference and bed availability at the chosen accommodation, including single, double, triple, and quadruple rooms.



5. Extra services

The user can purchase udhiyah and a wheelchair through the additional services.

Purchase a package Steps:



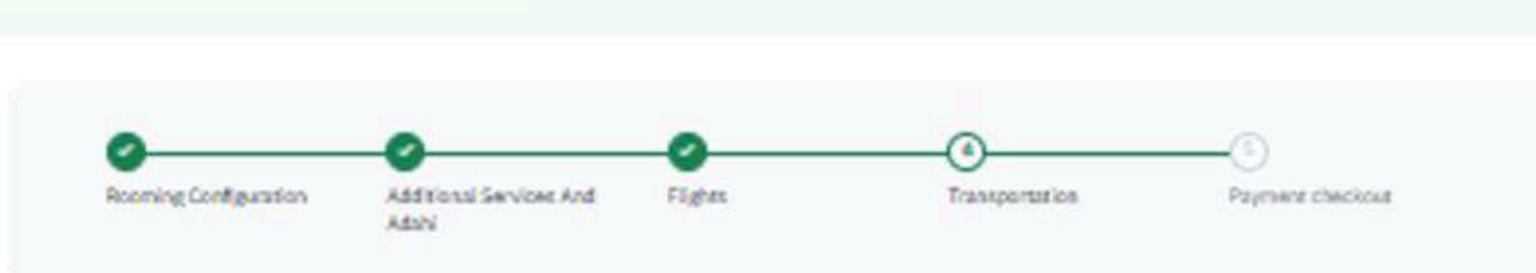
6. Flights

If packages include group flights, the available flights options will be displayed along with custom flights.

If there are no group flights, custom flights can be selected and booked

Purchase a package Steps:

Transportation options



Arrival

Choose the method that suits you from the available options:

Package Transportation

Choose the transportation that suits you from the available options:

Package Transportation

Price: **₹ 897.00**

7. Transportation



Pilgrim Names

Pilgrim Name	Passport
HARSHI HARSHI	123456789

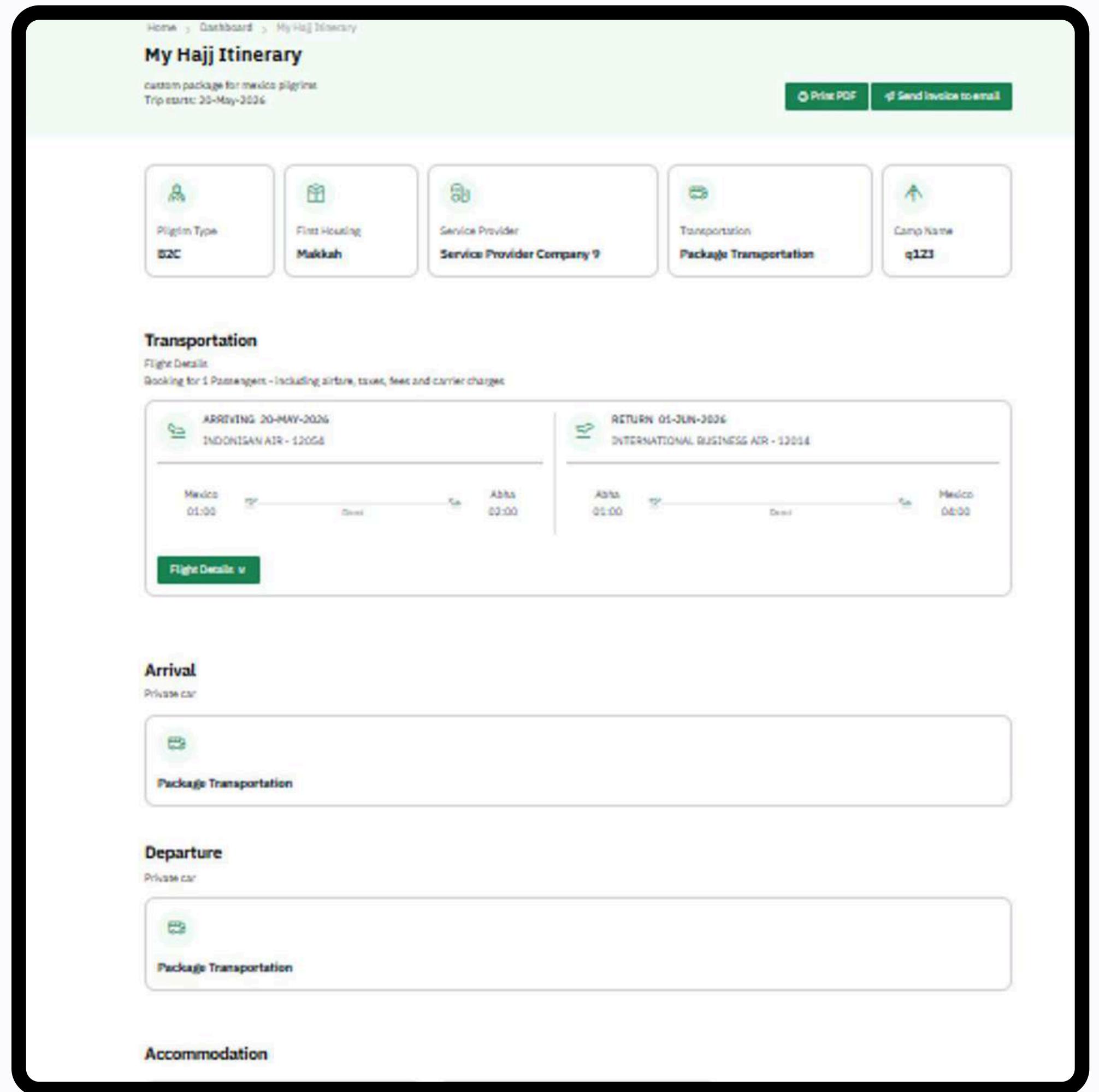
Accommodation

Double Room	<input checked="" type="checkbox"/> Marriott
<input type="checkbox"/> 1 Bed	<input type="checkbox"/> 1 Bed
<input type="checkbox"/> Check in 10-May-2026	<input type="checkbox"/> Check in 22-May-2026
<input type="checkbox"/> Check out 22-May-2026	<input type="checkbox"/> Check out 01-Jun-2026

Double Room	<input checked="" type="checkbox"/> Marriott
<input type="checkbox"/> 1 Bed	<input type="checkbox"/> 1 Bed
<input type="checkbox"/> Check in 10-May-2026	<input type="checkbox"/> Check in 22-May-2026
<input type="checkbox"/> Check out 22-May-2026	<input type="checkbox"/> Check out 01-Jun-2026

8. Review booking and payment details

Itinerary Steps:



Home > Dashboard > My Hajj Itinerary

My Hajj Itinerary

custom package for mexico pilgrim
Trip starts: 20-May-2026

Print PDF | [Send invoice to email](#)

Transportation

Flight Details
Booking for 1 Passenger - including airfare, taxes, fees and carrier charges

ARRIVING 20-MAY-2026	RETURN 01-JUN-2026
INDONESIAN AIR - 12054	INTERNATIONAL BUSINESS AIR - 12014
Mexico 01:00	Abha 02:00
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