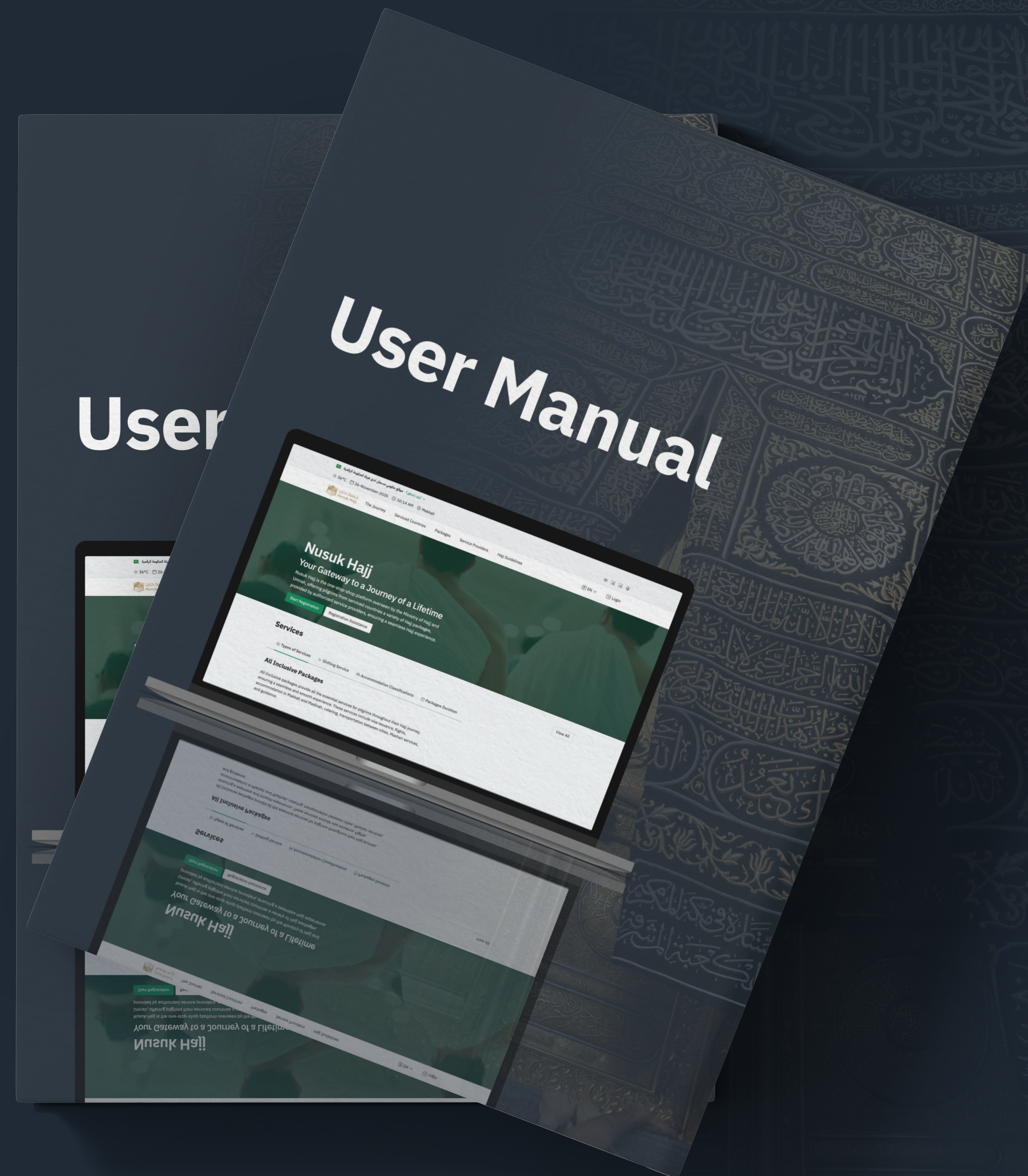
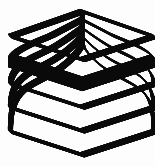


Nusuk Hajj Platform

The Pilgrim

User Manual





نُسُك حَجّ
Nusuk Hajj

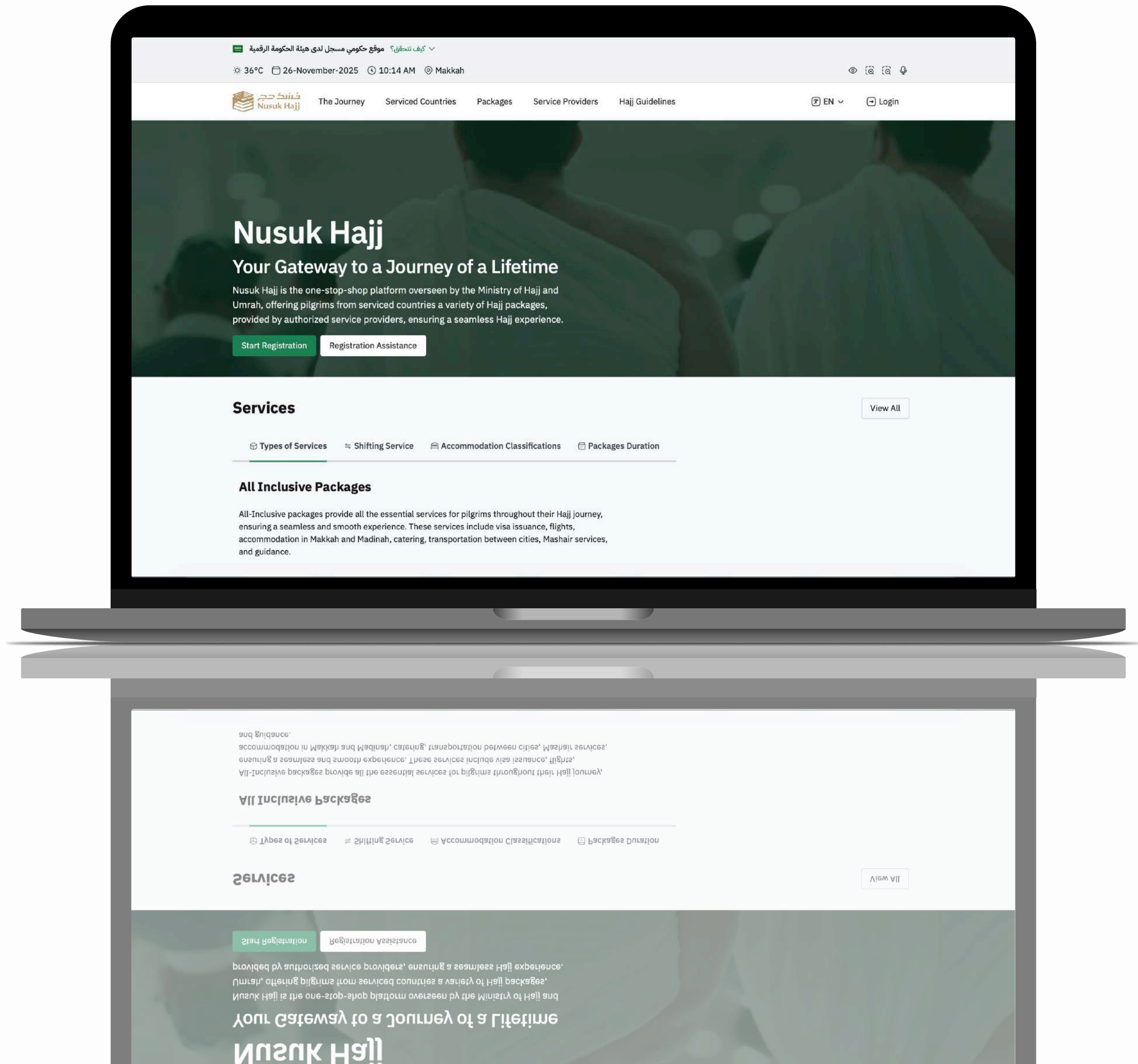


Table of contents

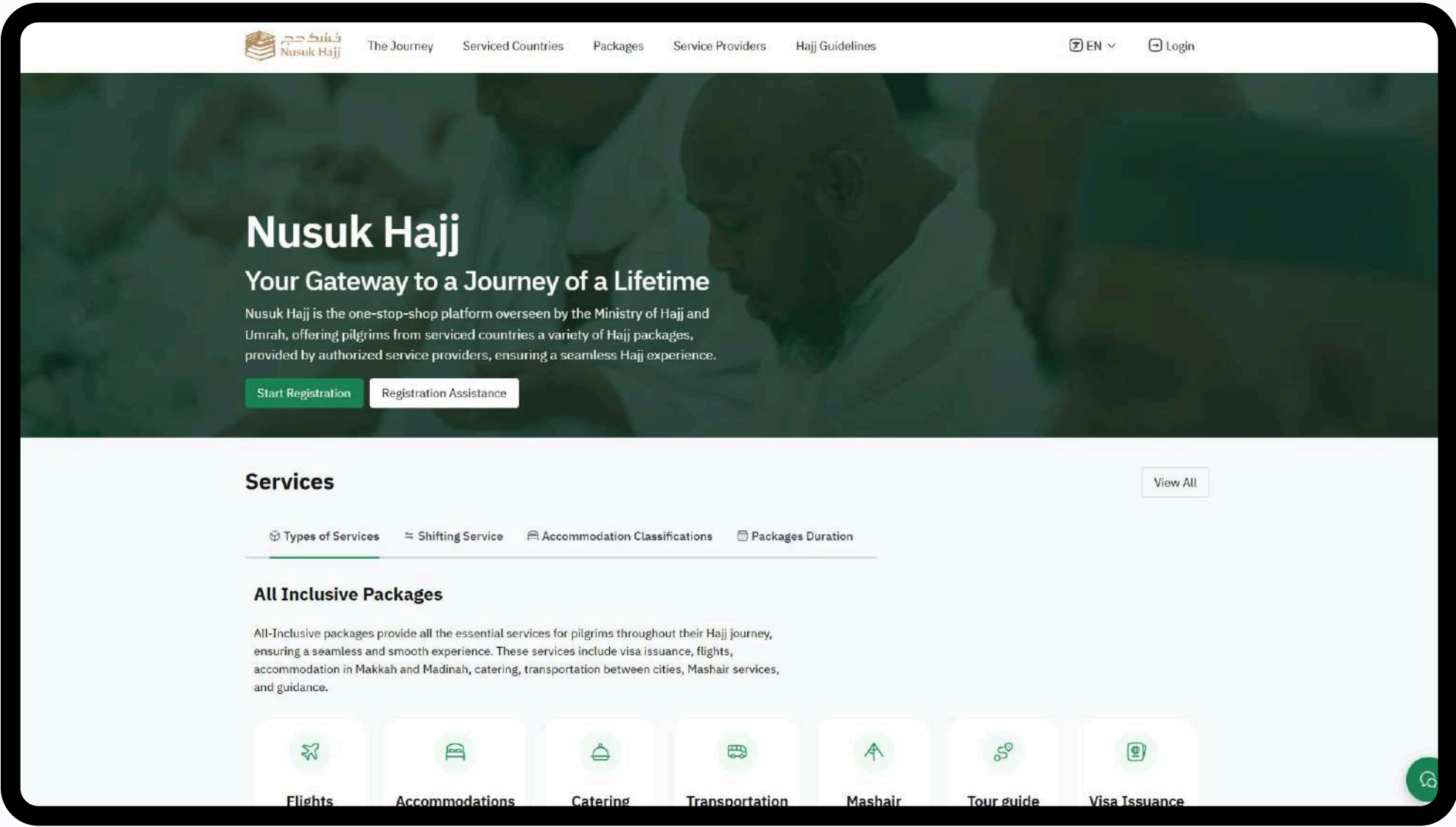
1. REGISTRATION
2. PROFILE
3. ADD AND MANAGE FAMILY MEMBERS
4. ACCOUNT AFTER AUDIT
5. ACTIVATE, TOP UP WALLET AND PURCHASE PACKAGE



نُسُك حَجّ
Nusuk Hajj

Registration

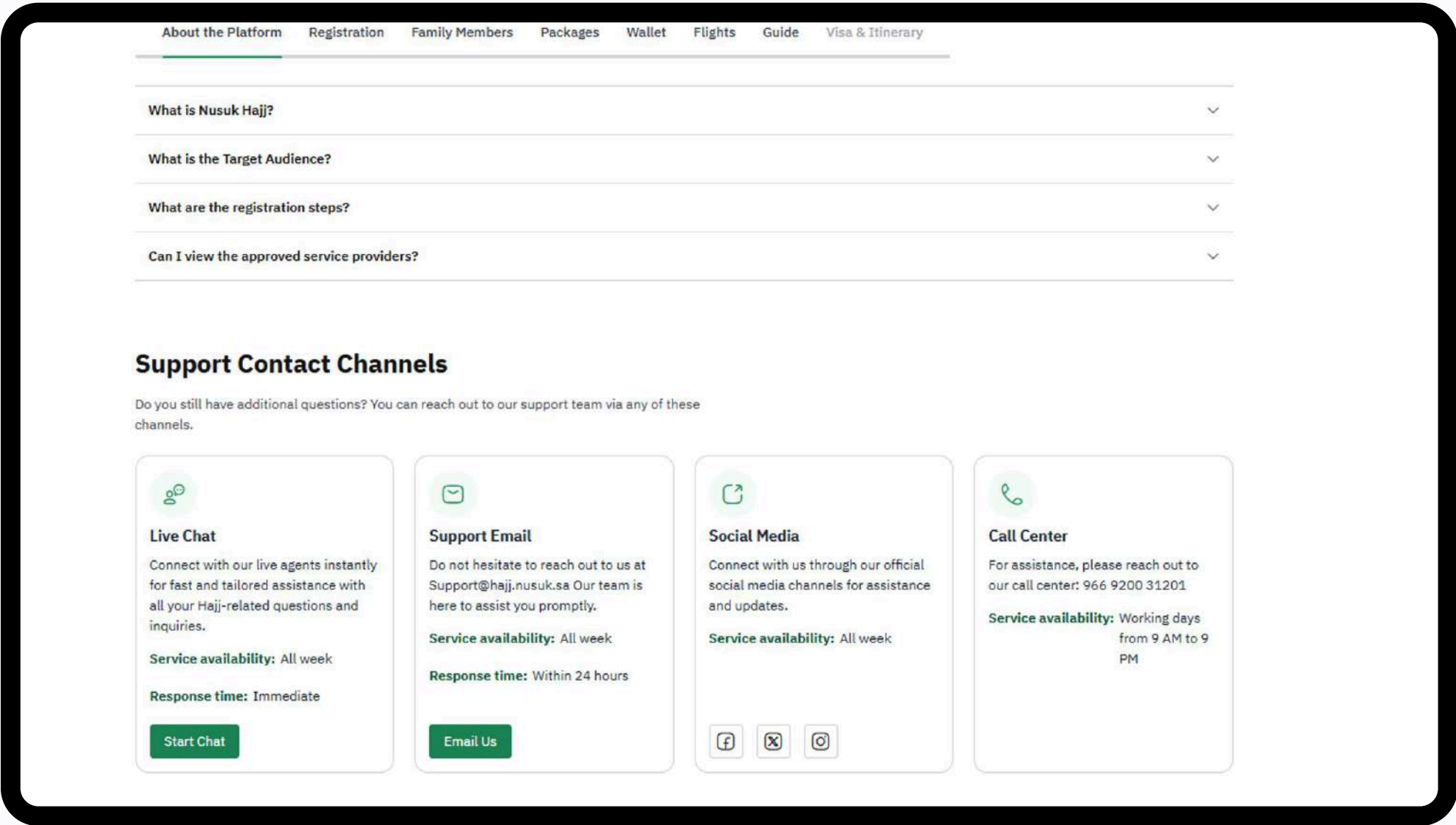
Registration Assistance Steps:



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.

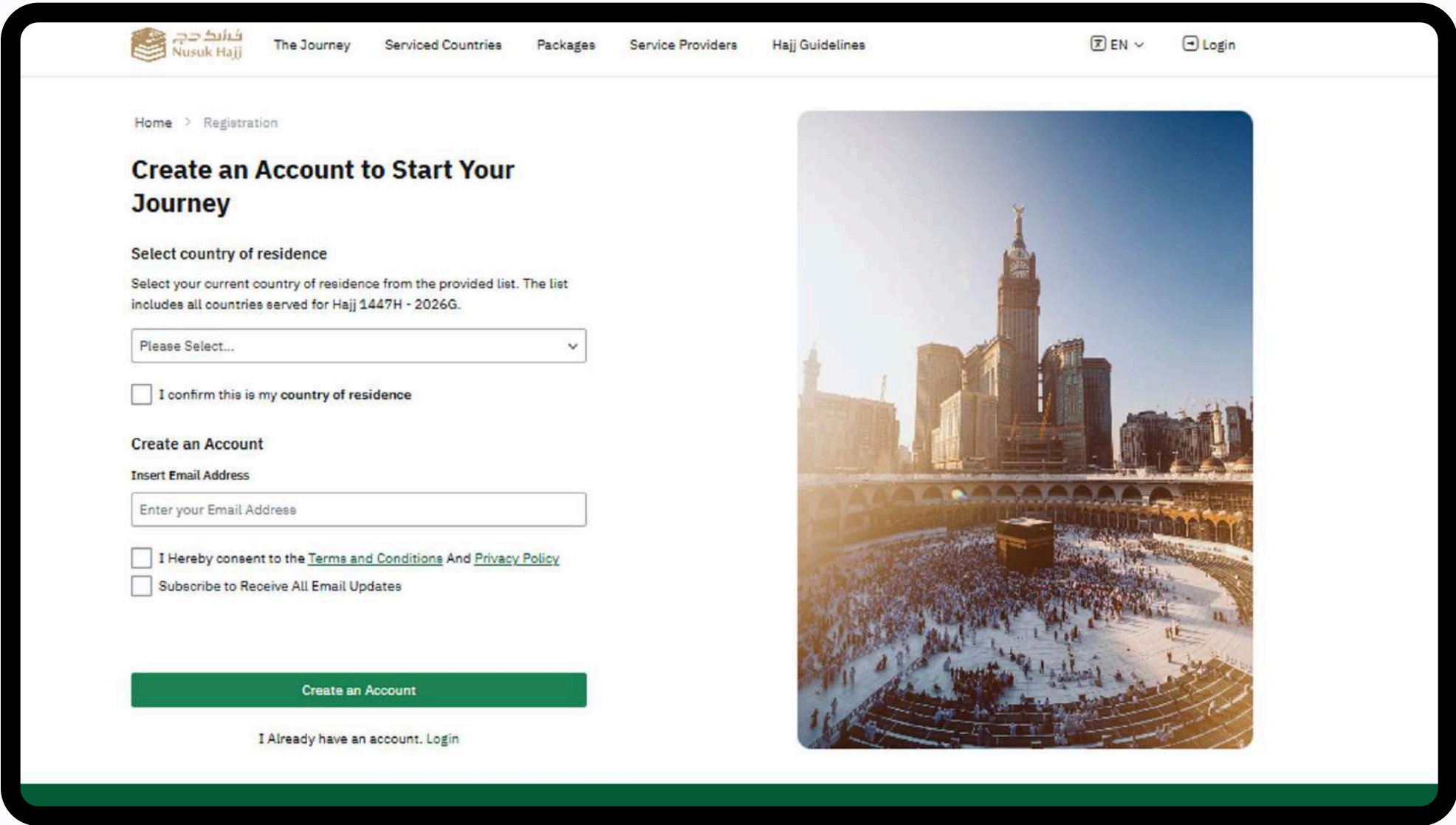
Registration Assistance Steps:



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.

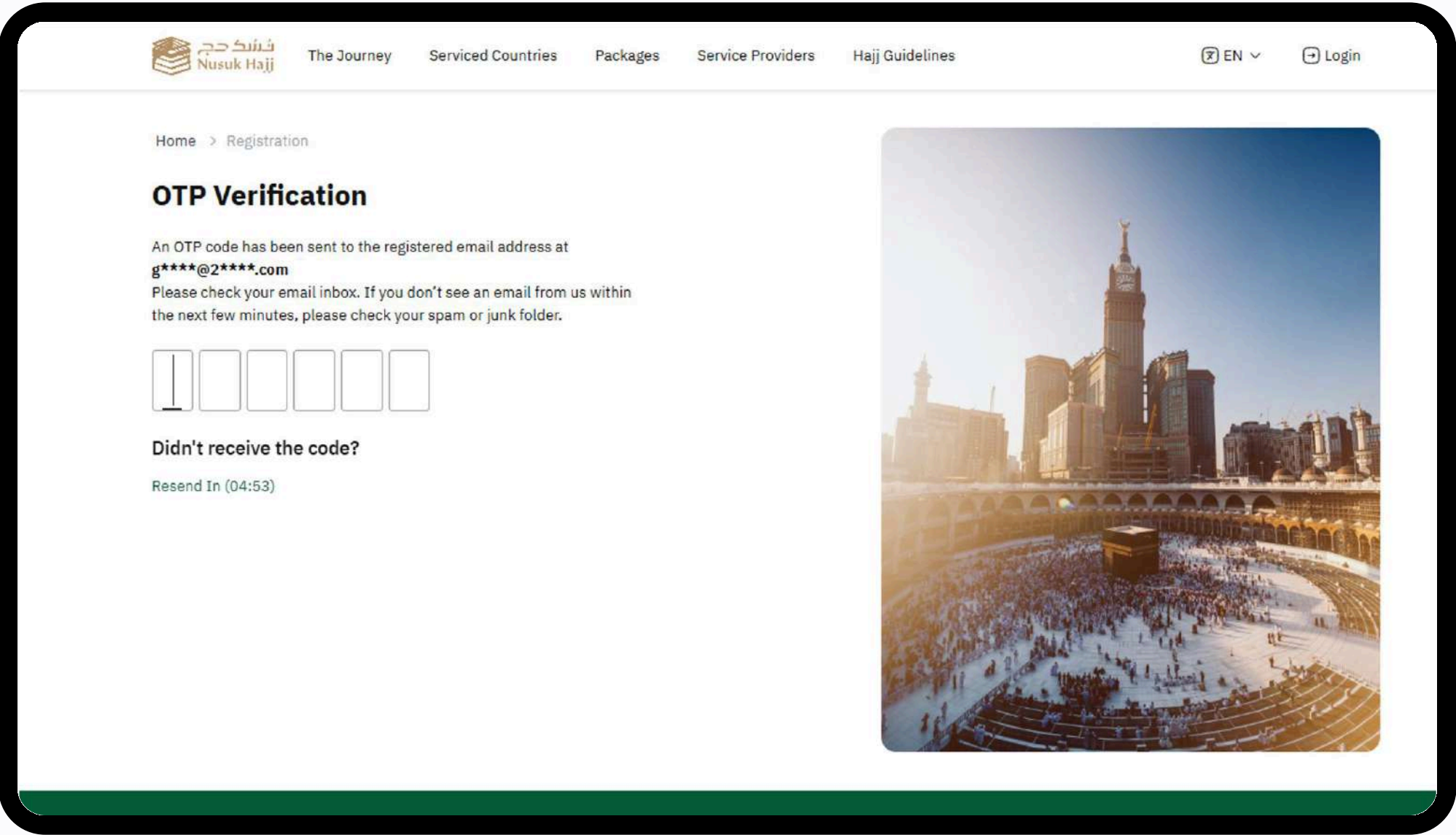
Registration Steps:



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

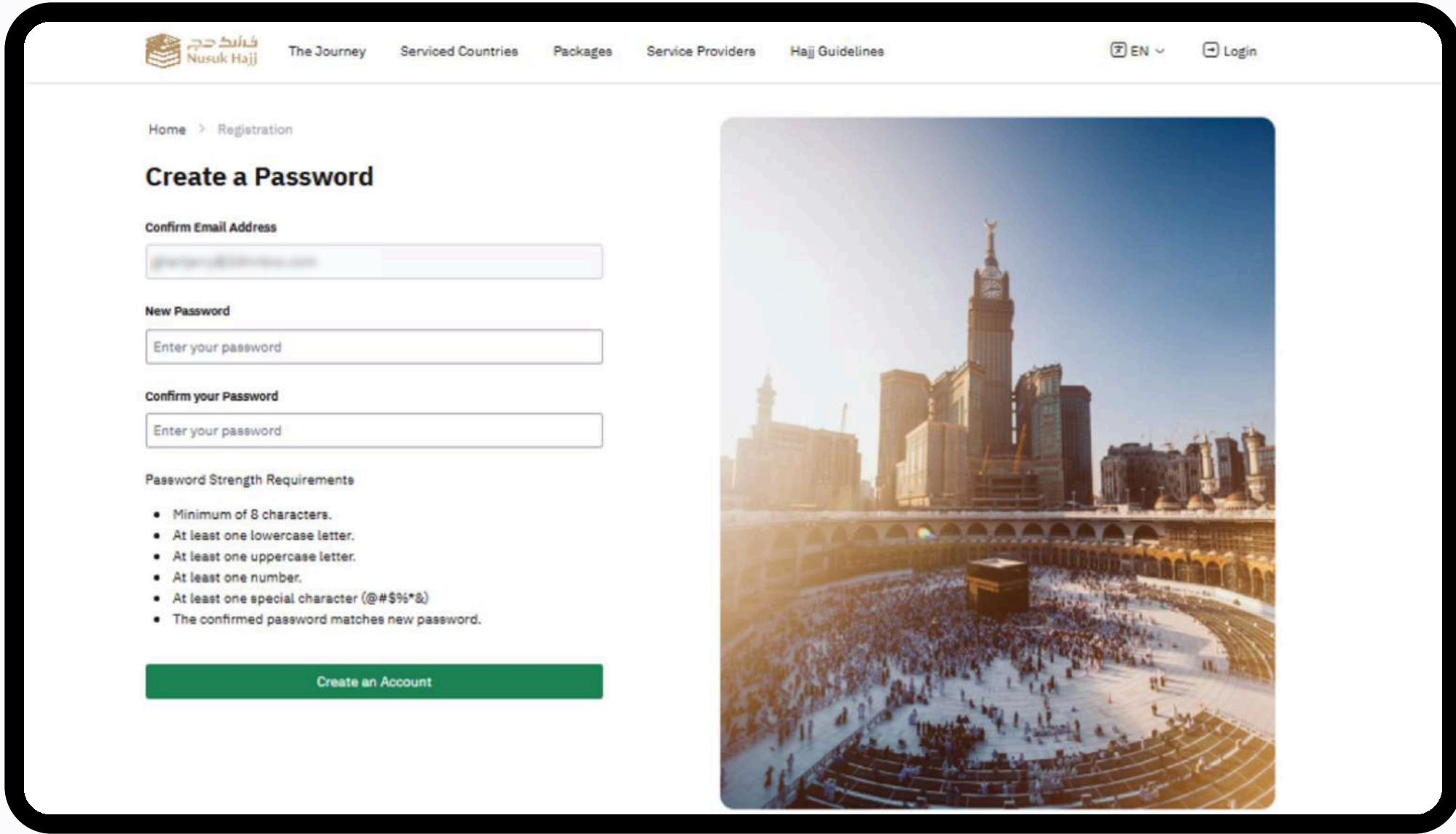
1. Select the Country of Residence.
2. Check “confirm the Country of Residence”.
3. Insert Email Address.
4. You must read the Terms and Conditions and mark the checkbox indicate that you have read and agree to the terms.
5. Click on “Create Account”.

Registration Steps:



4. OTP Verification

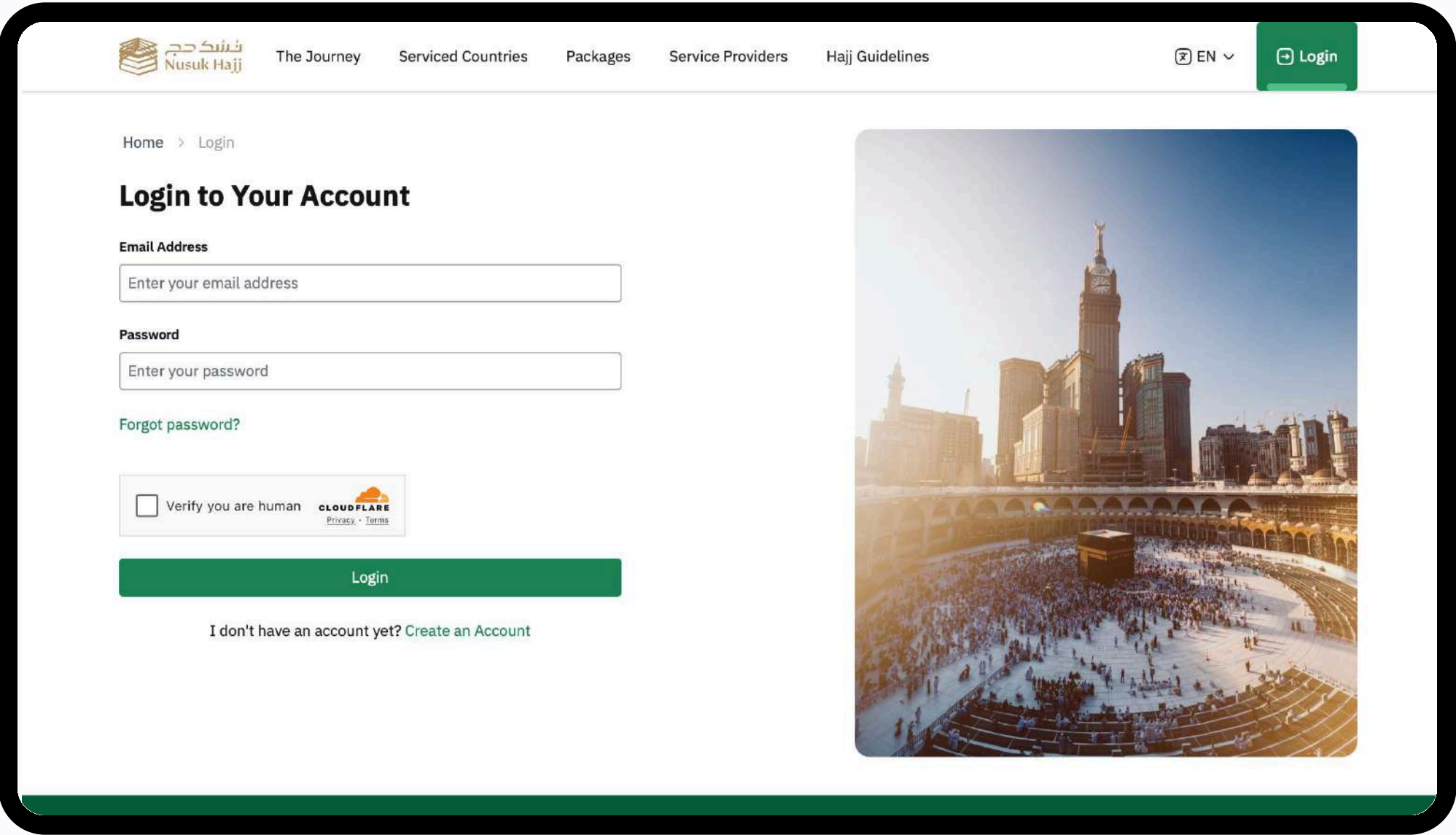
1. Here you will be redirected to Verification Page (You need to add the OTP Verification code that you received in you email box).
2. After entering the OTP successfully, you will be directed to create password page.



5. New password

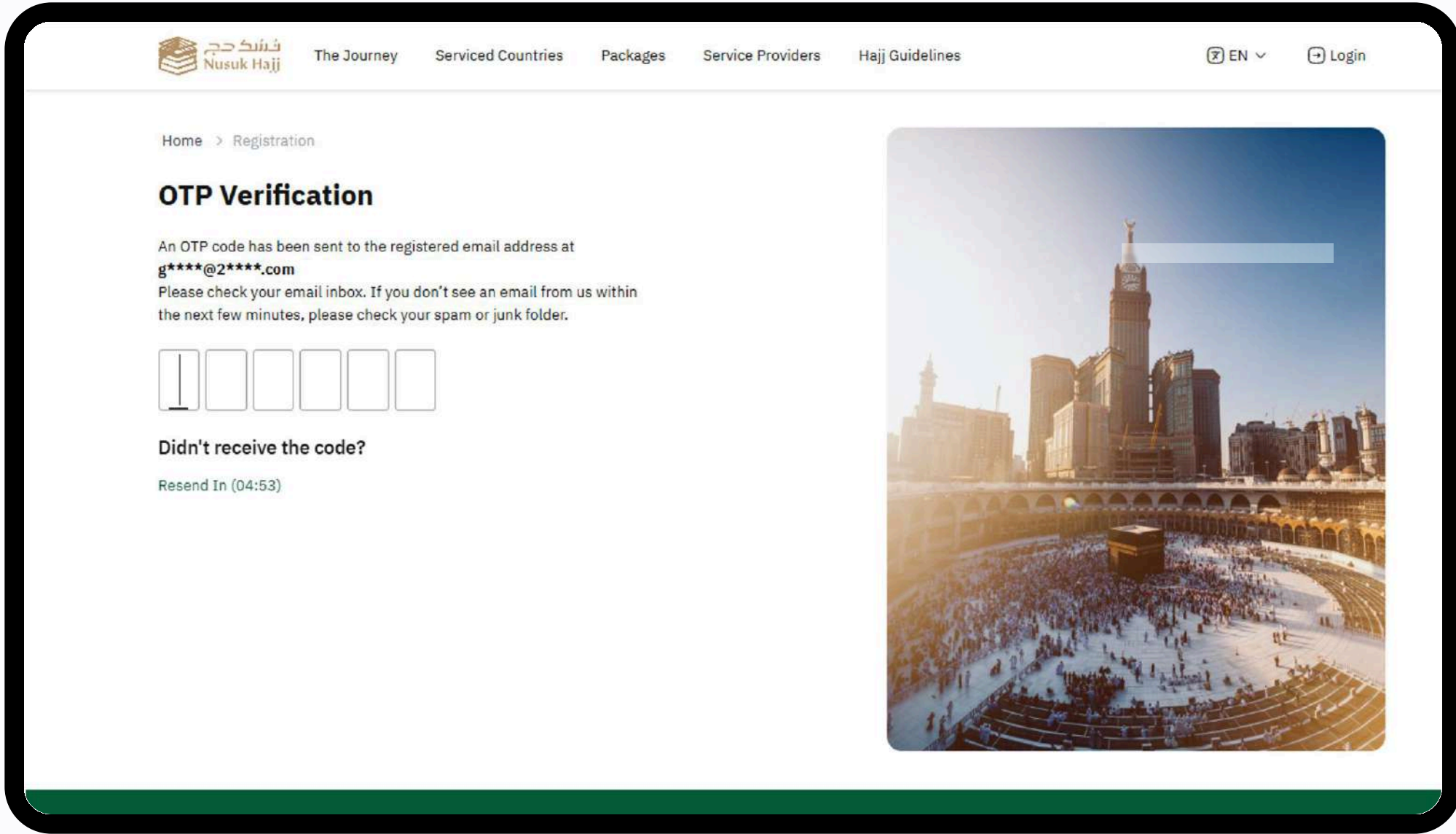
1. Here, you have to fill New Password and Confirm your Password (Please note that you must set the password according to below mentioned policy).
2. **“Press Create Account”** to be redirected to Login Page.

Login Steps:



6. Login

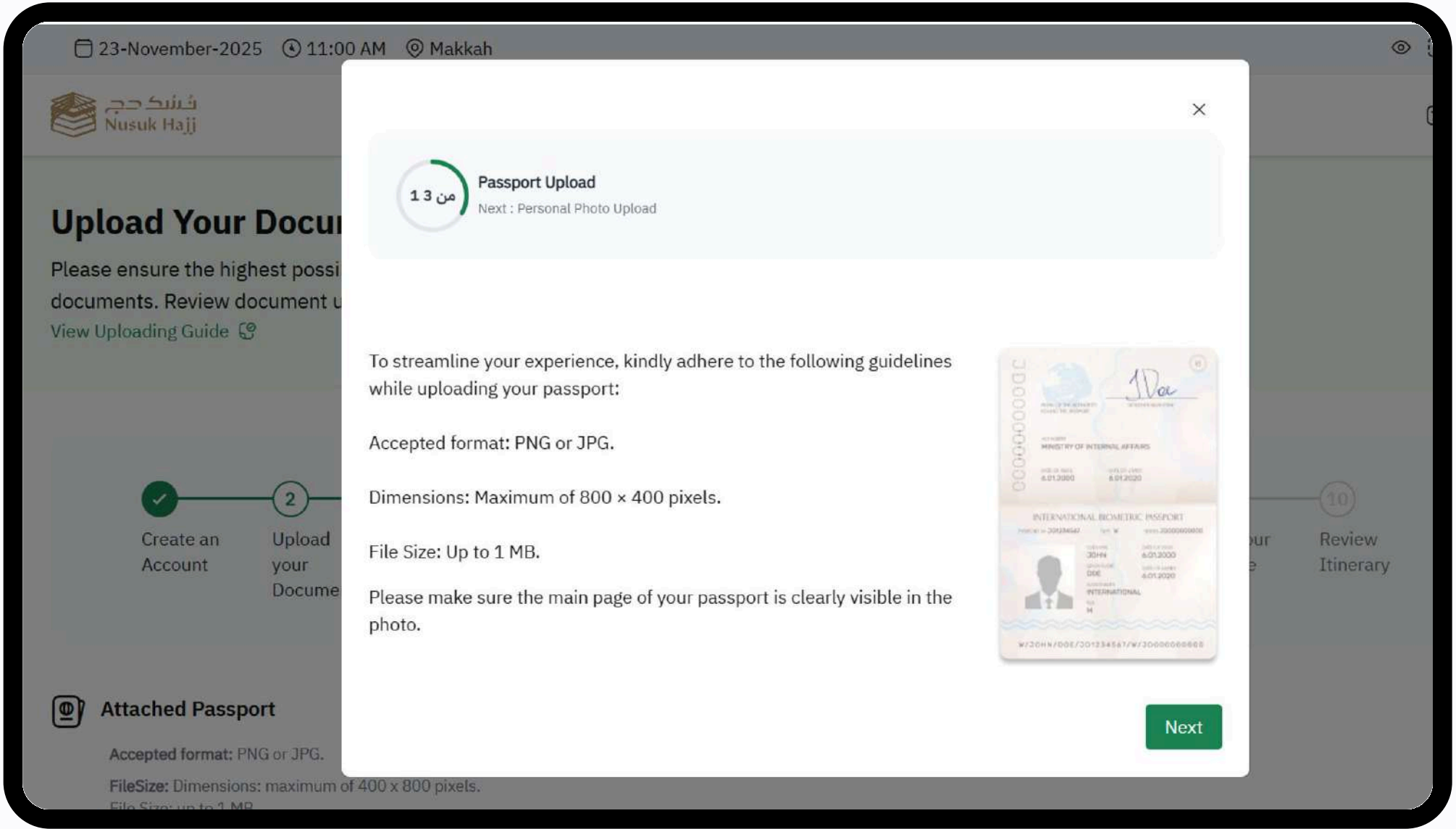
Enter your Email Address you previously registered with.



7. Verify Login

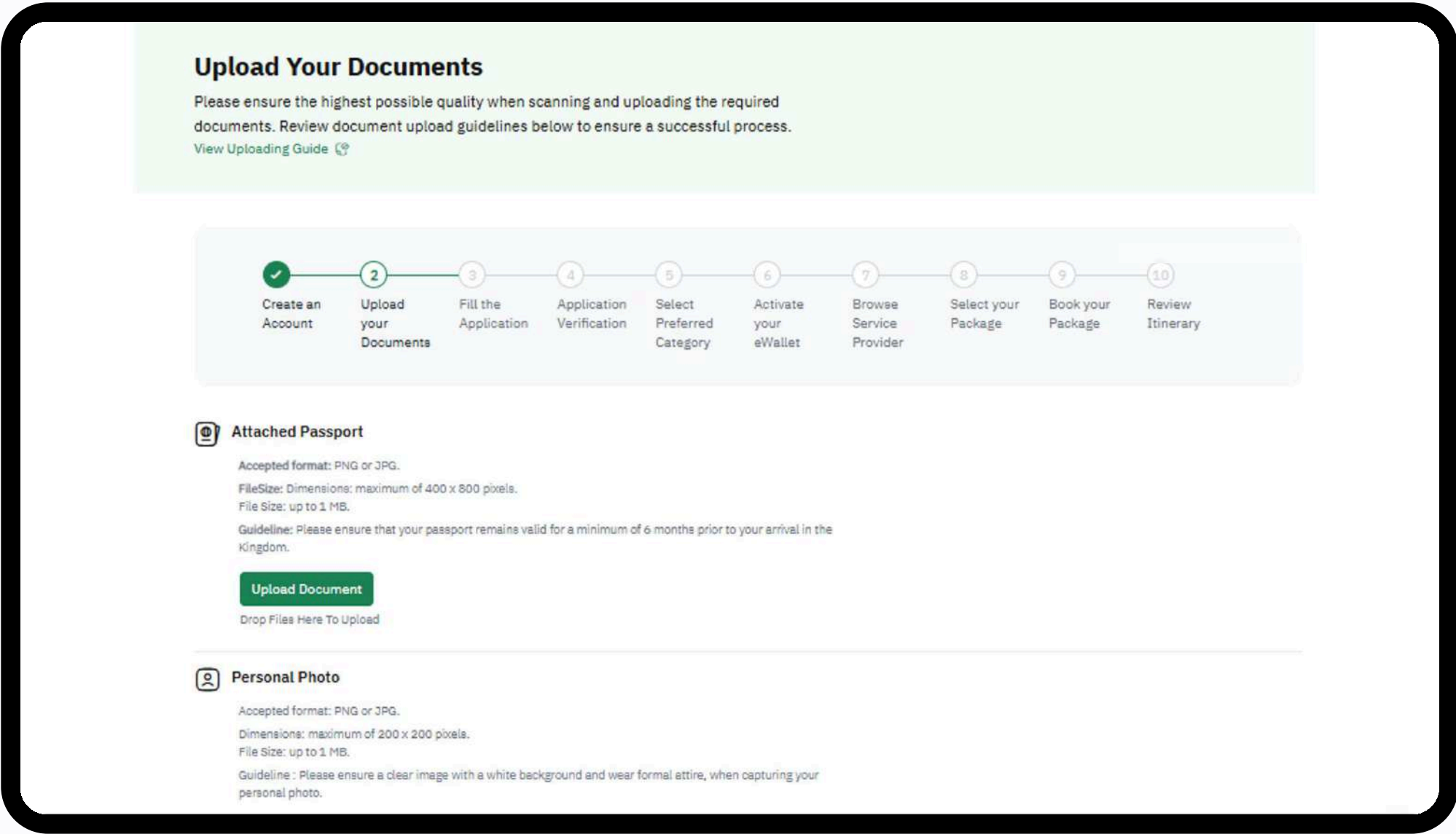
Press “**Login**” then enter your verification code sent by mail.

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:

1

Create an Account

2

Upload your Documents

3

Fill the Application

4

Application Verification

5

Select Preferred Category

6

Activate your eWallet

7

Browse Service Provider

8

Select your Package

9

Book your Package

10

Review Itinerary

1. Personal Information

* First Name (English)

Other/G.Father Name (English)

First Name (Arabic)

Other/G.Father Name (Arabic)

* Nationality

Please Select...

* Date of Birth

* Gender

Please Select...

* Passport Number

* Date of Issuance

Second/Father Name (English)

* Last Name (English)

Second/Father Name (Arabic)

Last Name (Arabic)

* City

* Birth Place

* Passport Type

Please Select...

* Issue Place

* 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

View

Delete

Personal Photo

View

Delete

☐ 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.

Previous

Save & Continue Later

Submit

About Hajj

Support

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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

Create an Account

2

Upload your Documents

3

Fill the Application

4

Application Verification

5

Select Preferred Category

6

Activate your eWallet

7

Browse Service Provider

8

Select your Package

9

Book your Package

10

Review Itinerary

1. Contact Details

Email

Saudi Mobile Number

Emergency contact full name

* Street Address

* P.O. Box

* Apartment/House number

* Mobile Contact Number

+966

* Social Status

Please Select...

Emergency contact number

+966

* Home Address

* Zip Code / Postal Code

* Nearest Embassy to you

Please Select...

2. Occupational Details

* Occupation

* Previous Employer

Work contact number

+966

* Current Employer

* Name of Sector

Please Select...

3. Arrival Details

(to the best of your knowledge)

Total Expected Days in the KSA

* Expected Travel Method

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:

1

Create an Account

2

Upload your Documents

3

Fill the Application

4

Application Verification

5

Select Preferred Category

6

Activate your eWallet

7

Browse Service Provider

8

Select your Package

9

Book your Package

10

Review Itinerary

4. Background Details

Part 1 of 2

* Previously Received a Visa To Enter KSA?

☐ Yes

☐ No

Please Provide Description

* Previous Visa Rejection To Enter KSA?

☐ Yes

☐ No

Please Provide Description

* Does your passport contain any restriction/condition/valid for only one trip?

☐ Yes

☐ No

Please Provide Description

* Do You Have Relatives Residing in KSA?

☐ Yes

☐ No

Relative Full Name

Please Provide Description

Relative Relation

Please Select...

Add another relative

* Do You Hold Other Nationalities?

☐ Yes

☐ No

Select Nationality

Please Select...

Date of Issuance

DD-MMM-YYYY

Add Nationality

* Have You Ever Traveled to Other Countries in the Past Six Months?

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, Pervious 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 Reslding in KSA?

No

Does your passport contain any restriction/condition/valid for only one trip?

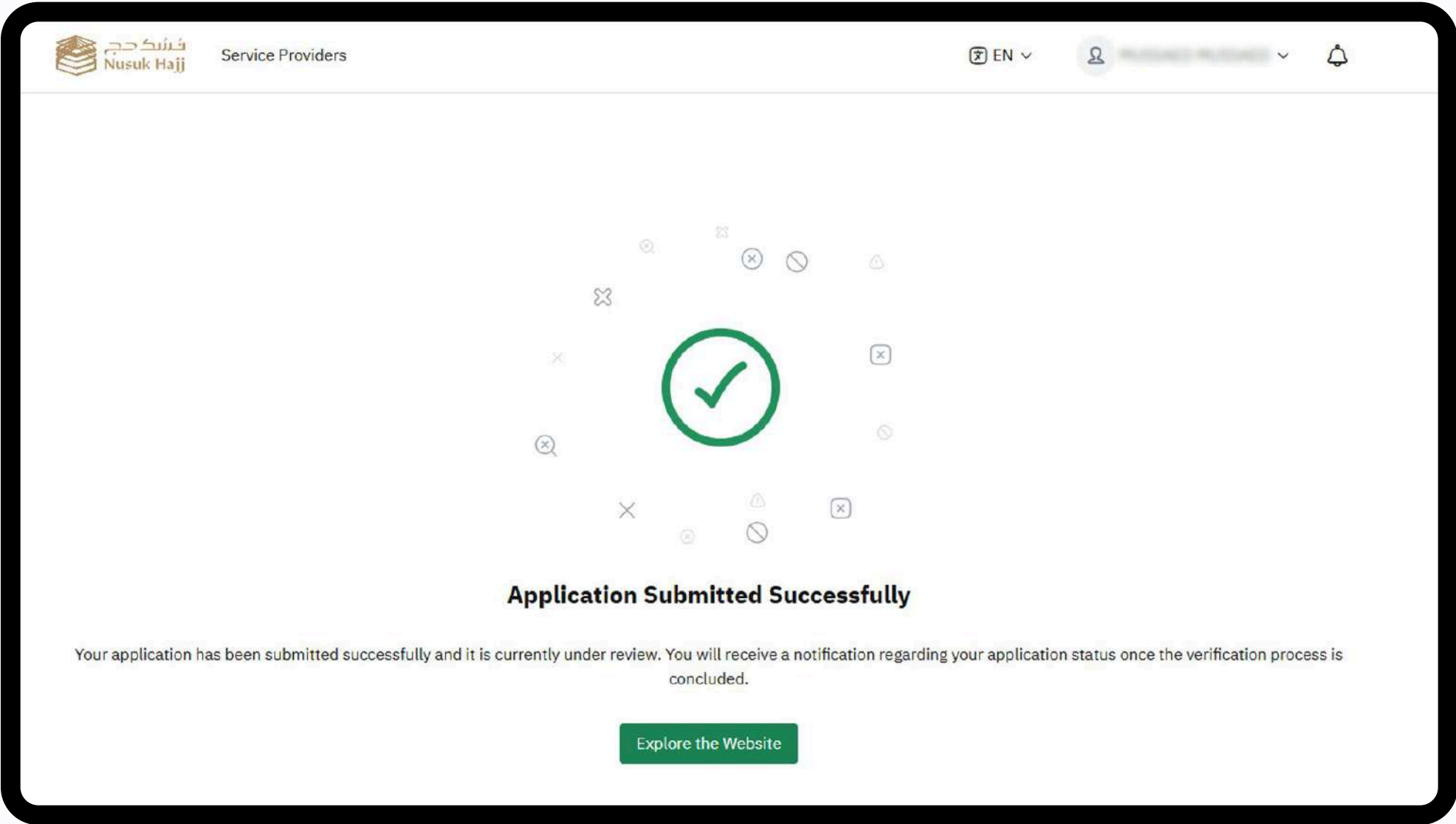
No

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

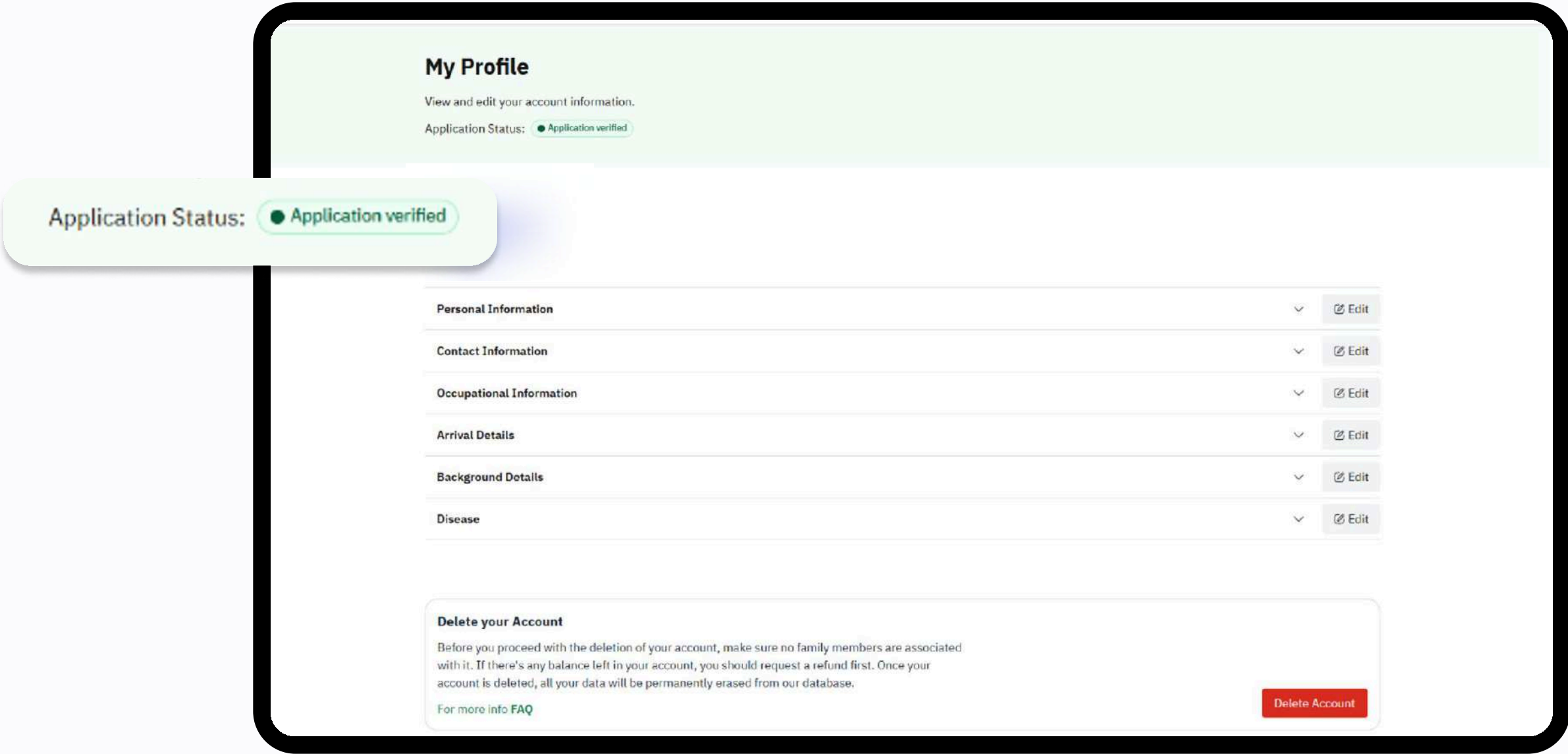
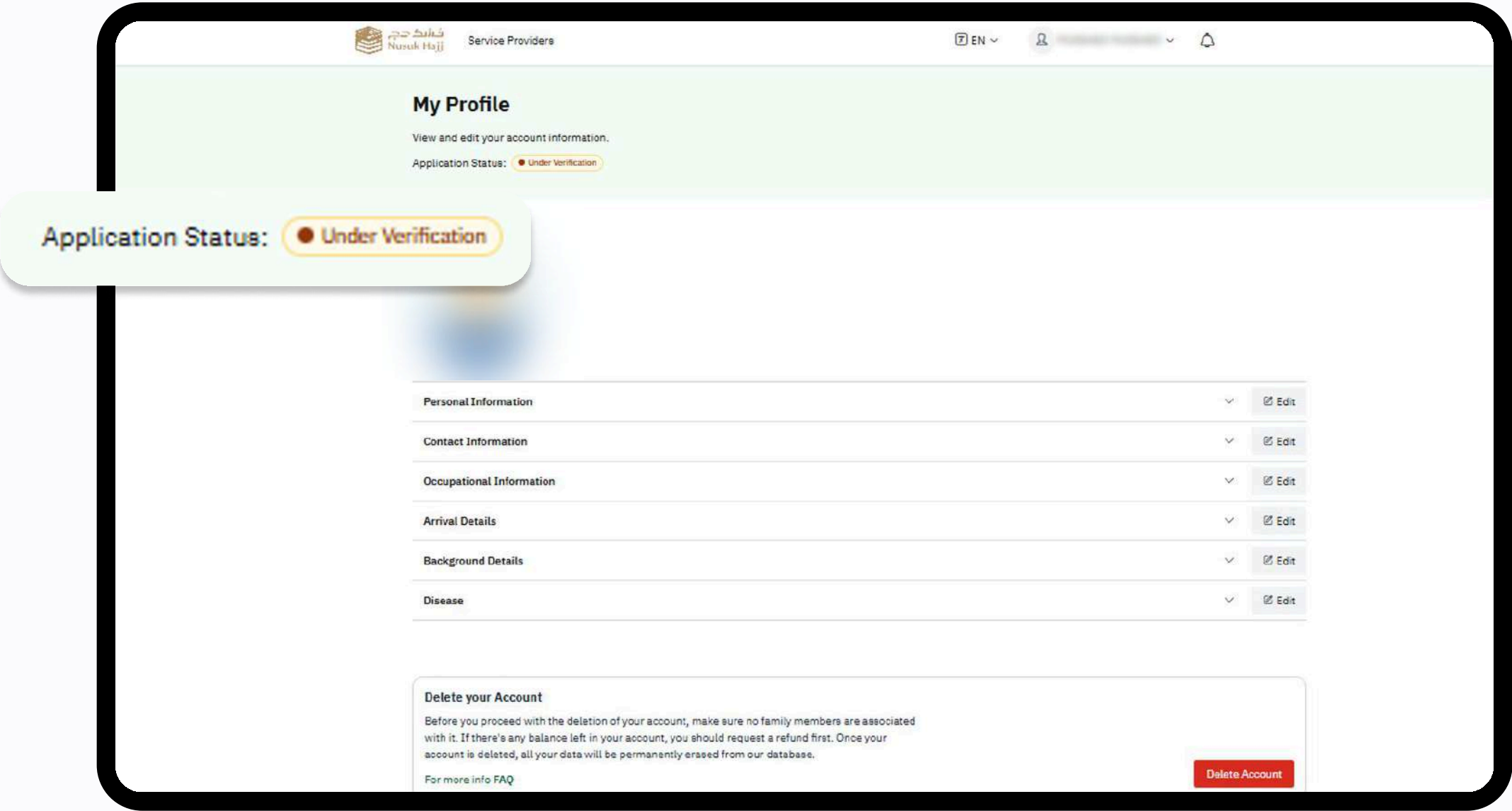
After Submitting the Application, you can Browse the site.



نُسُك حَجّ
Nusuk Hajj

Profile

My Profile Steps:

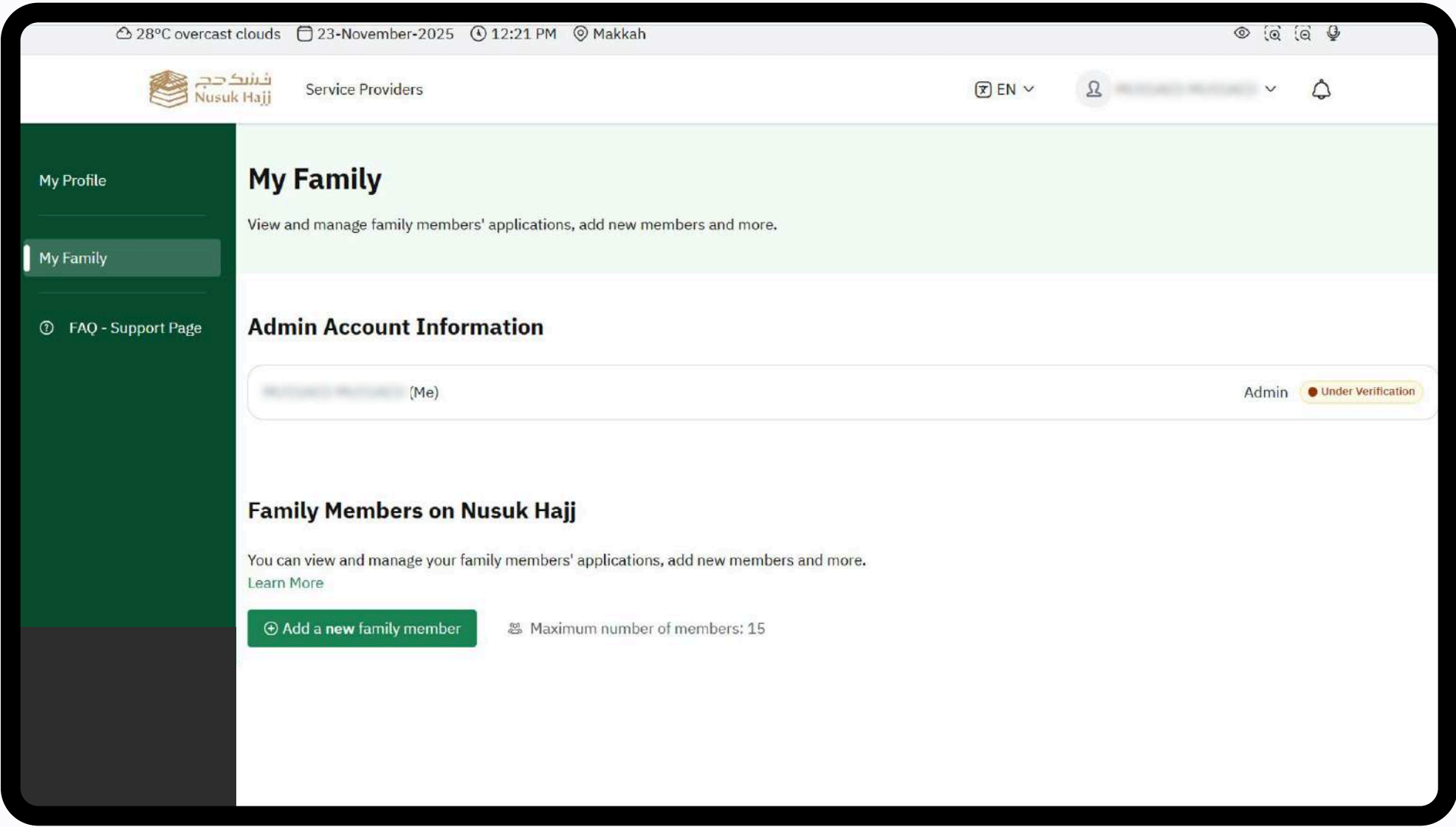


1. My profile, When going to My Profile we can:

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.

Add & Manage Family members

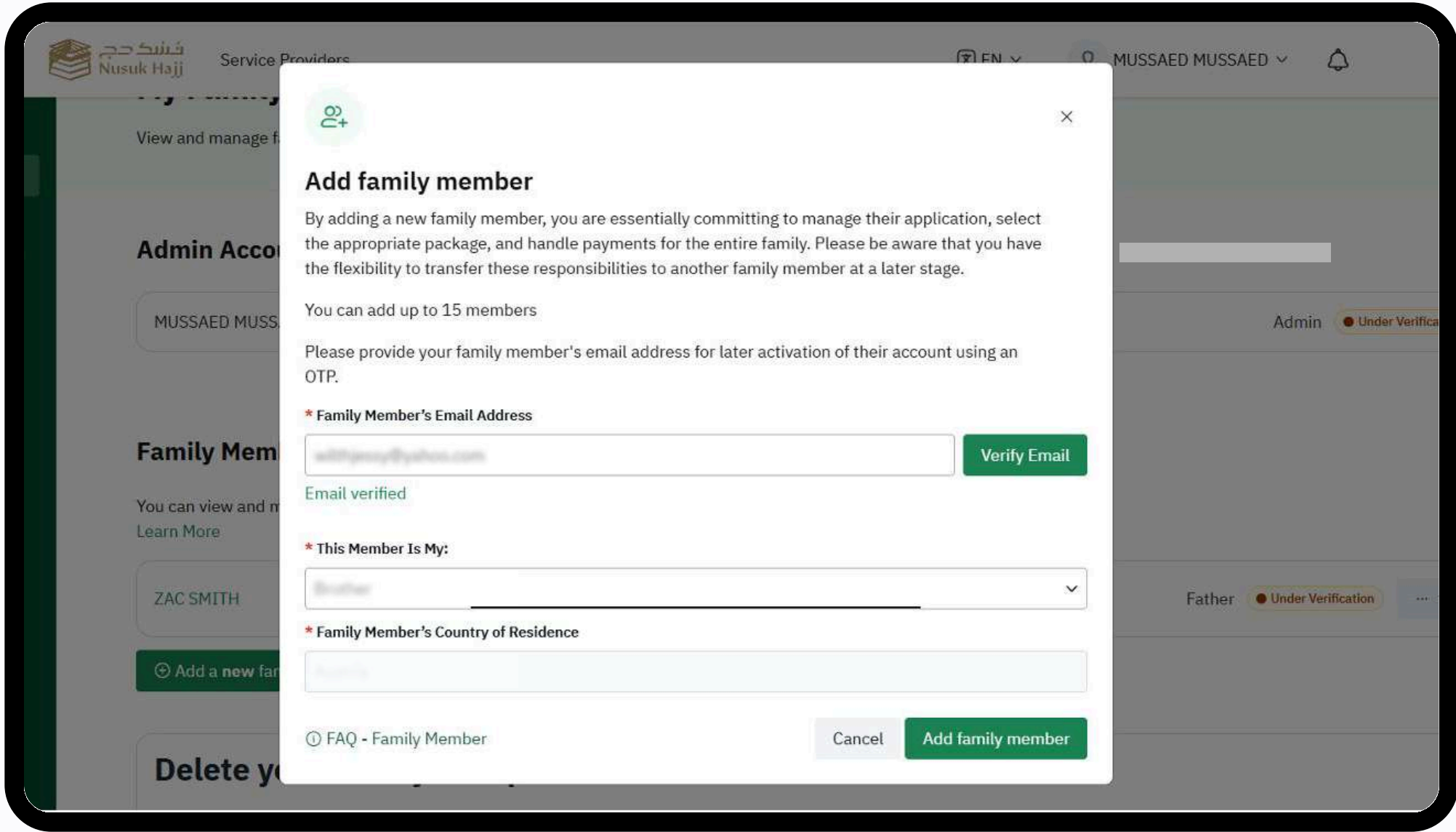
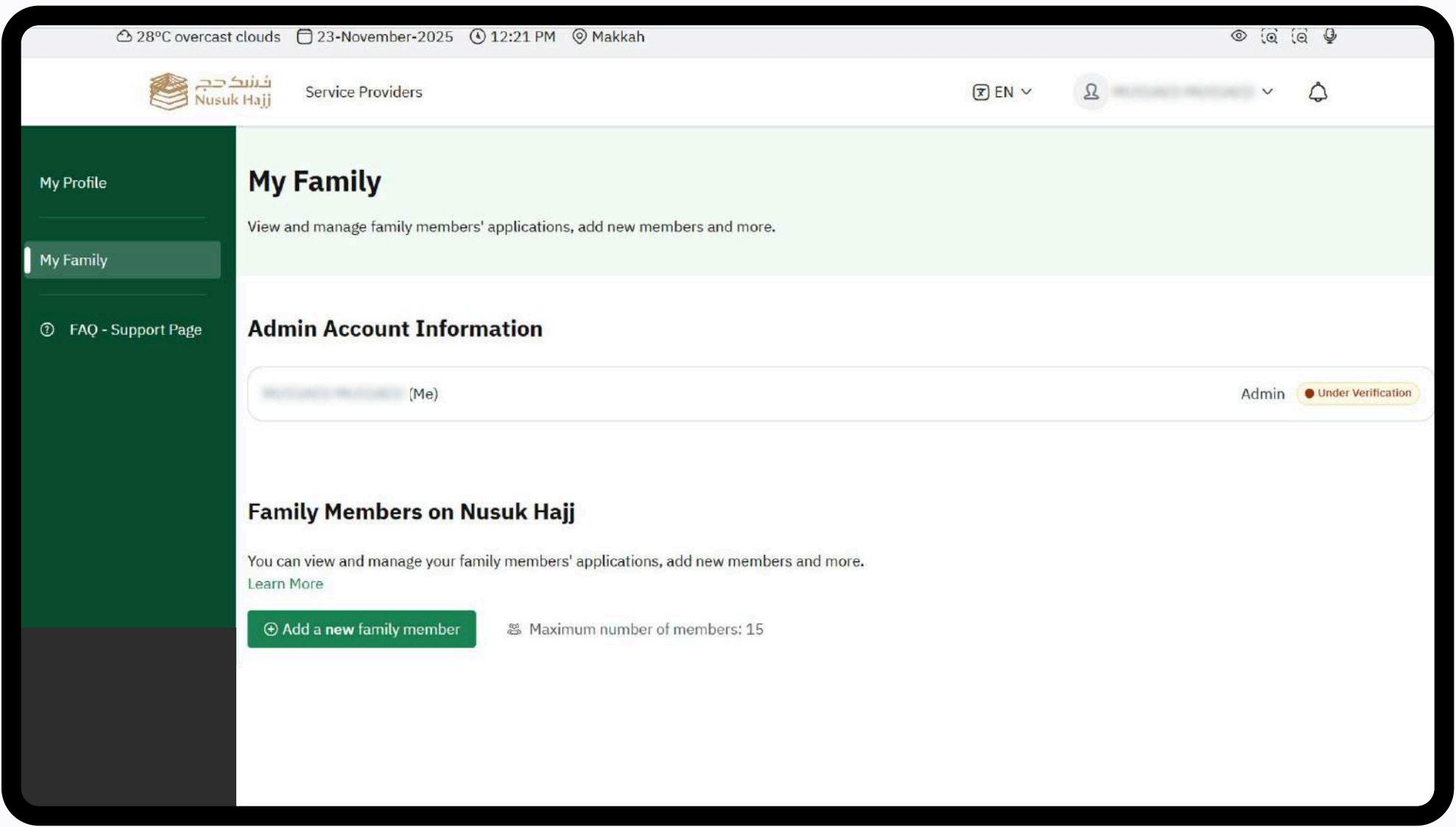
My Profile Steps:



1. Family members

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

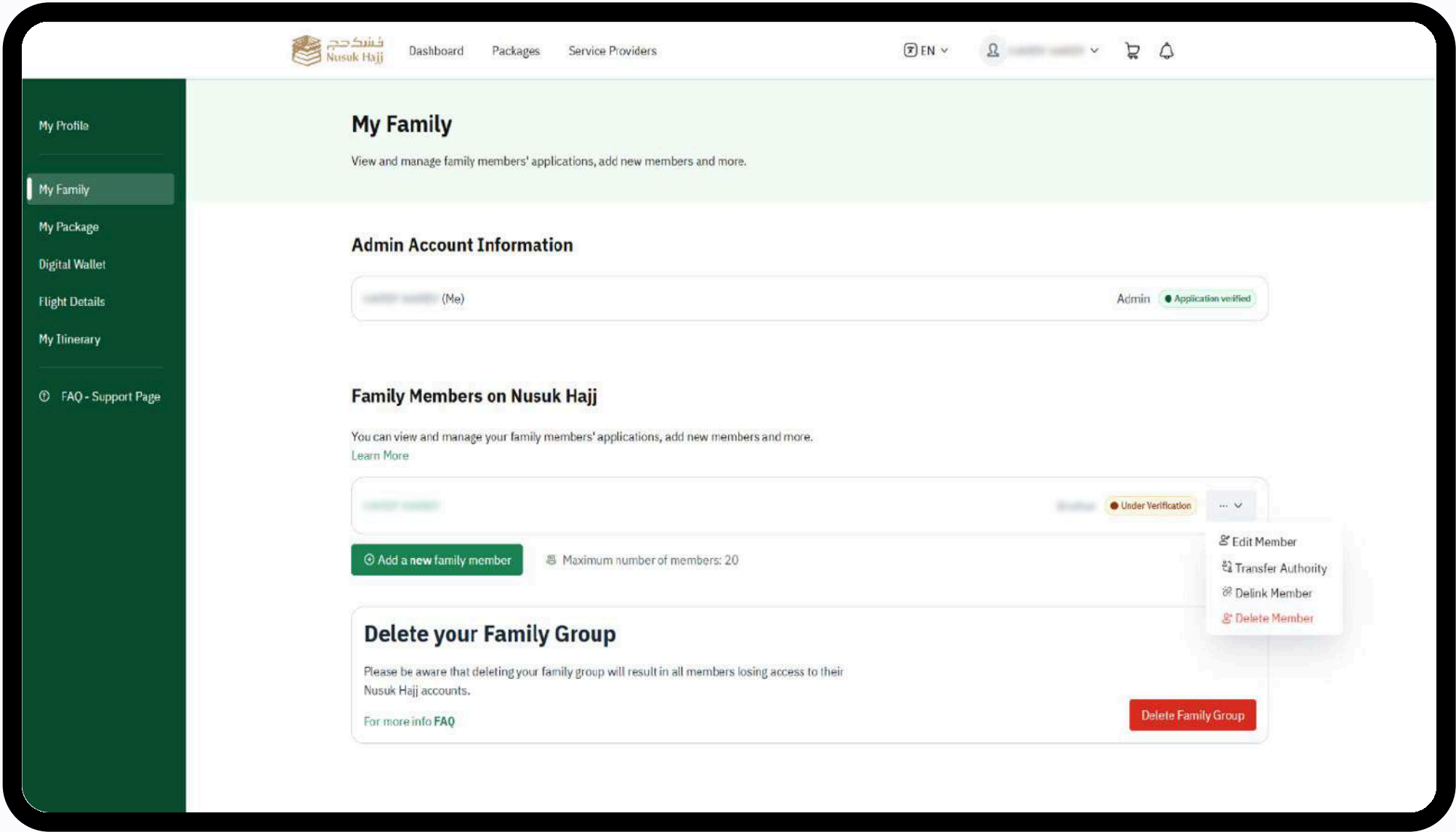
Add Family members Steps:



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:

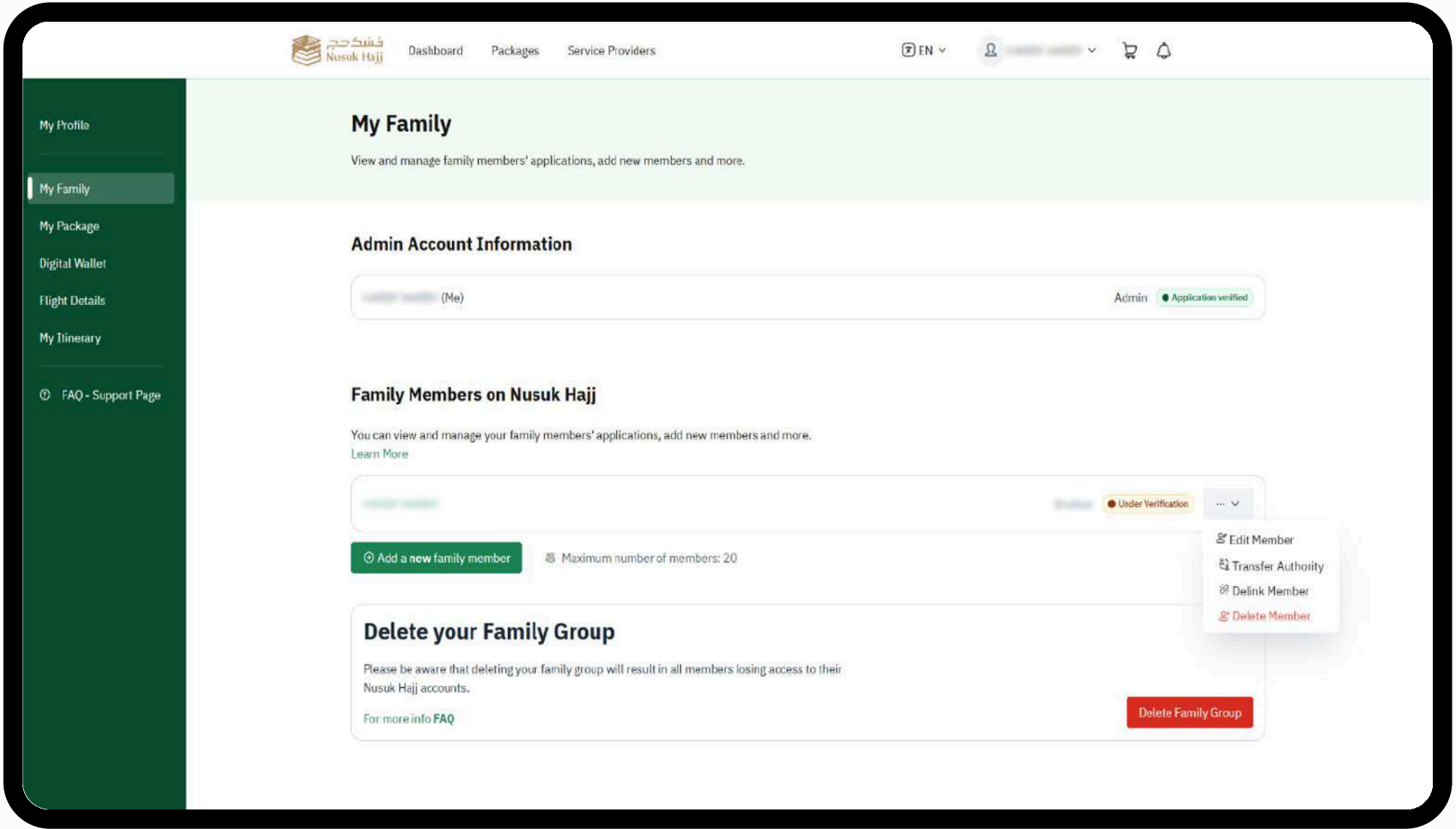


3. Family Member Management

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.

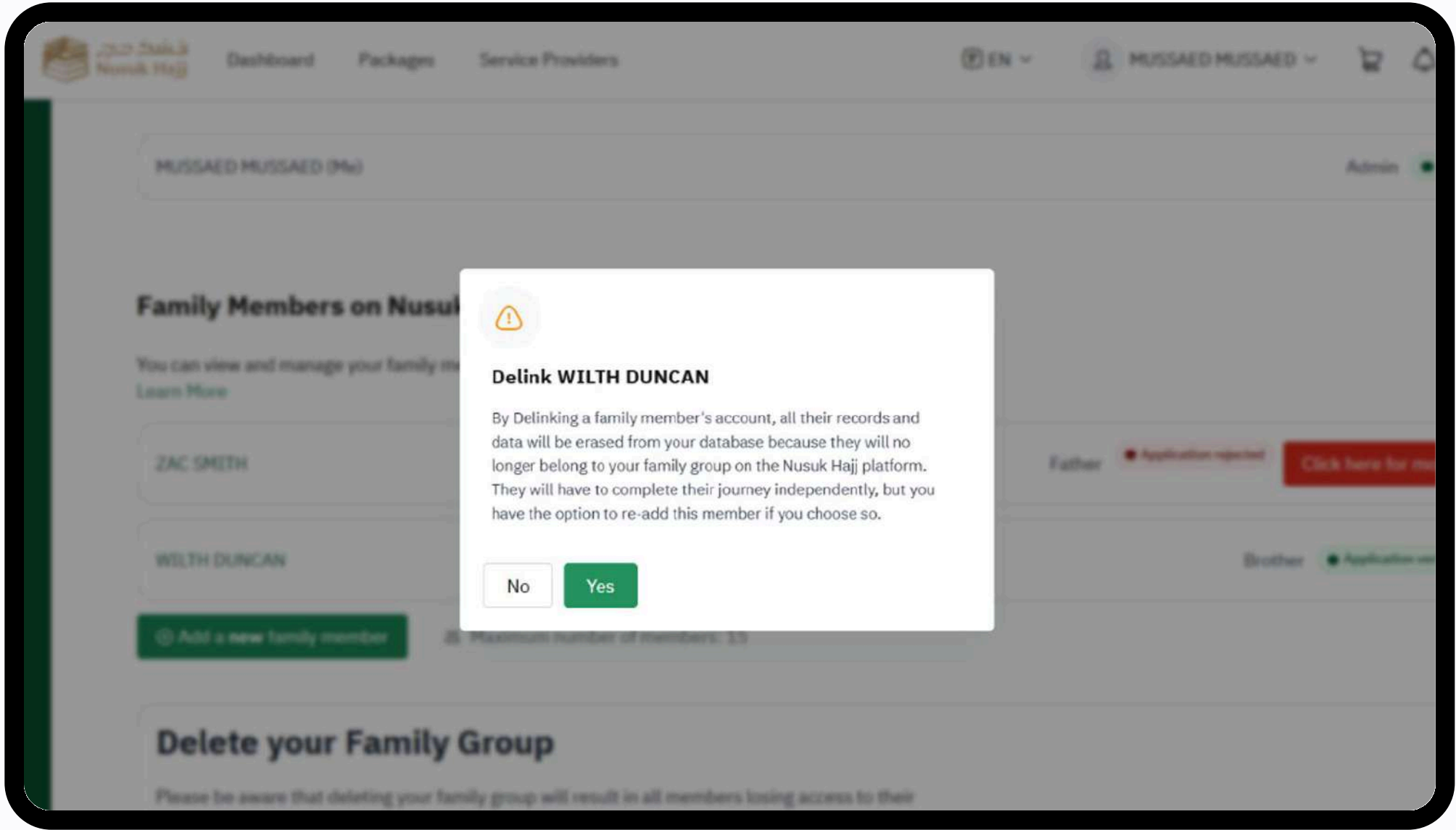
Note: You can add family members up to 7 members under your account.

De-Link Family members Steps:



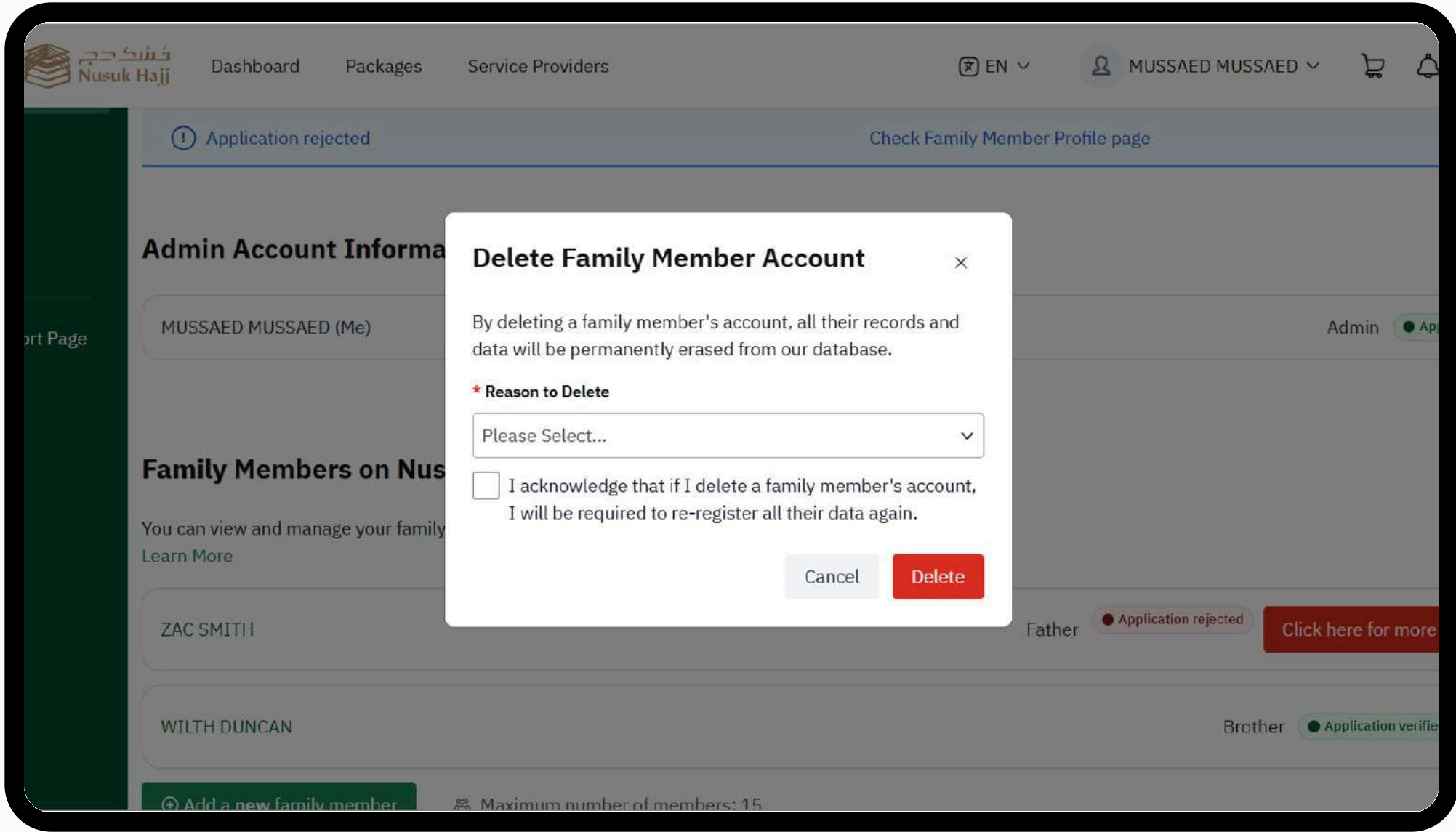
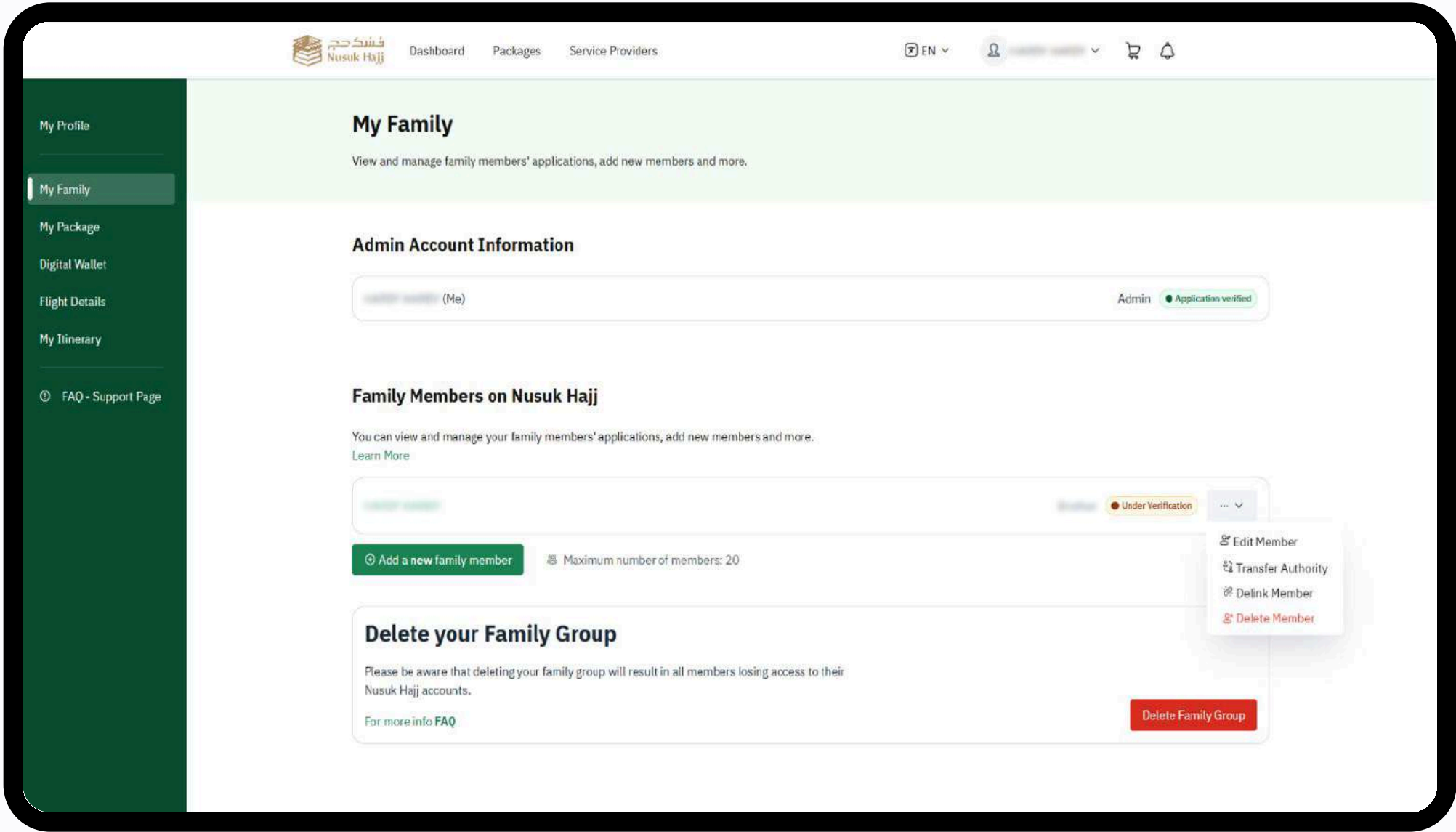
4. De-link Memeber

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.

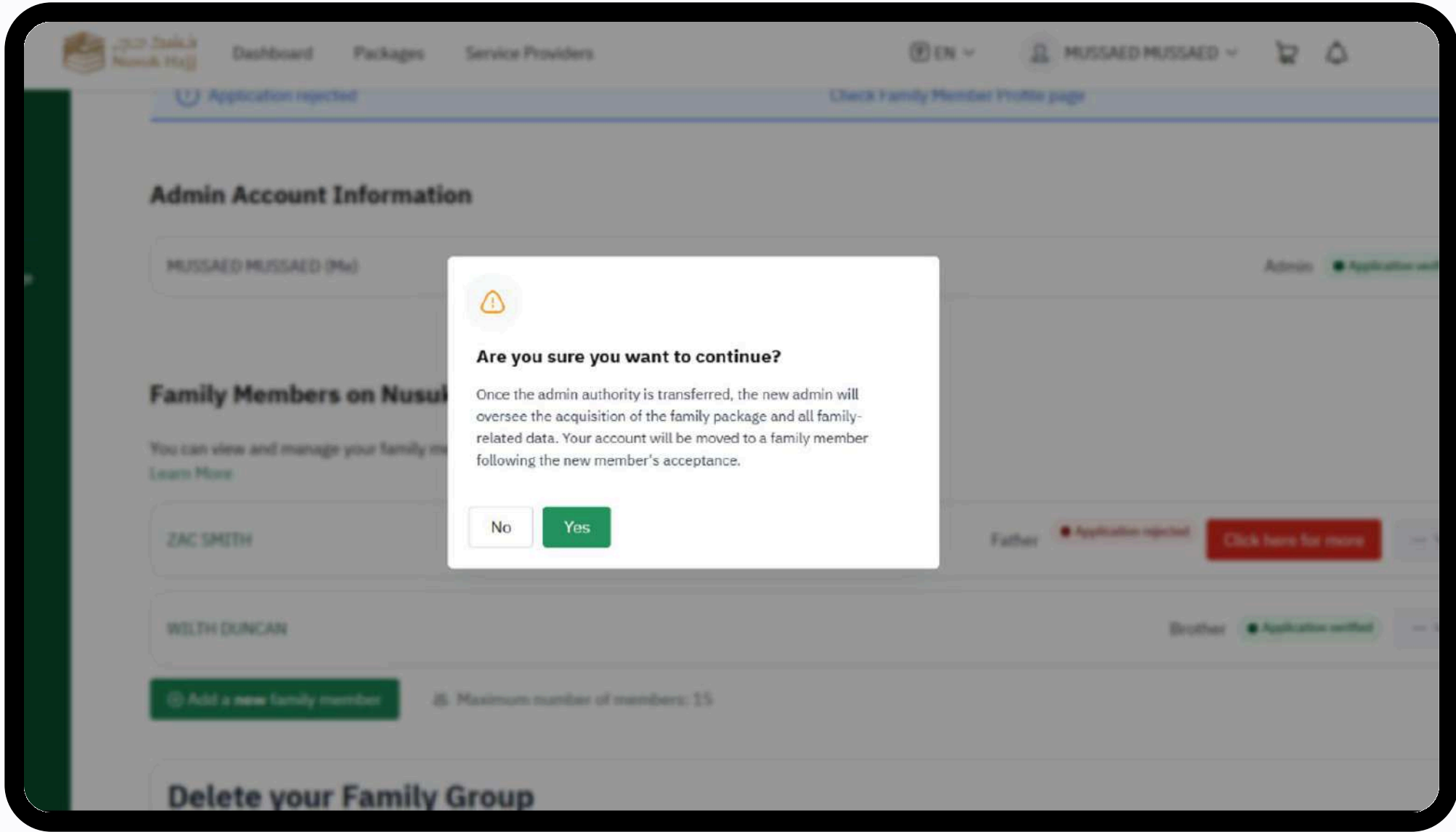
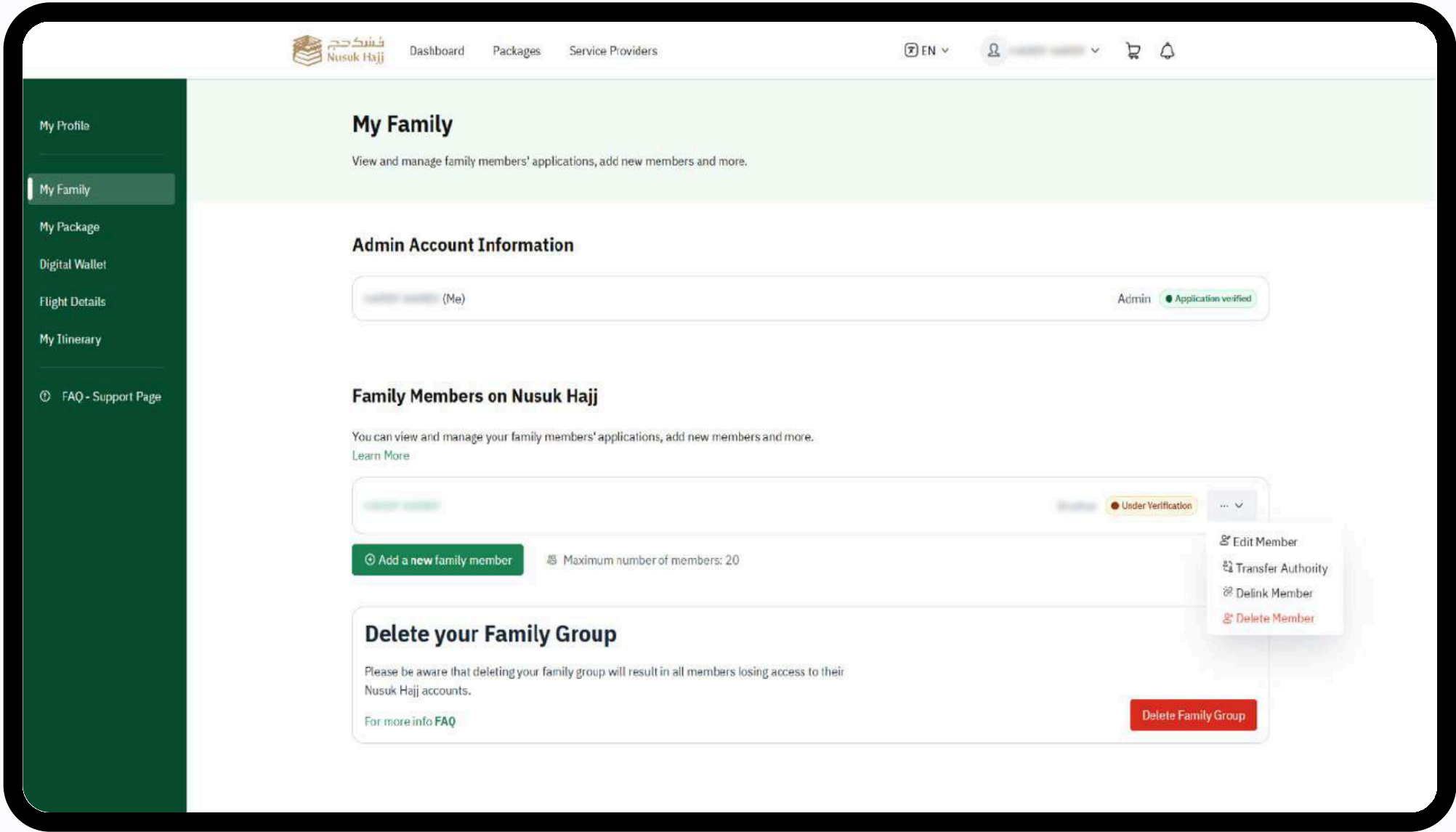
Deleting Family members Steps:



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:

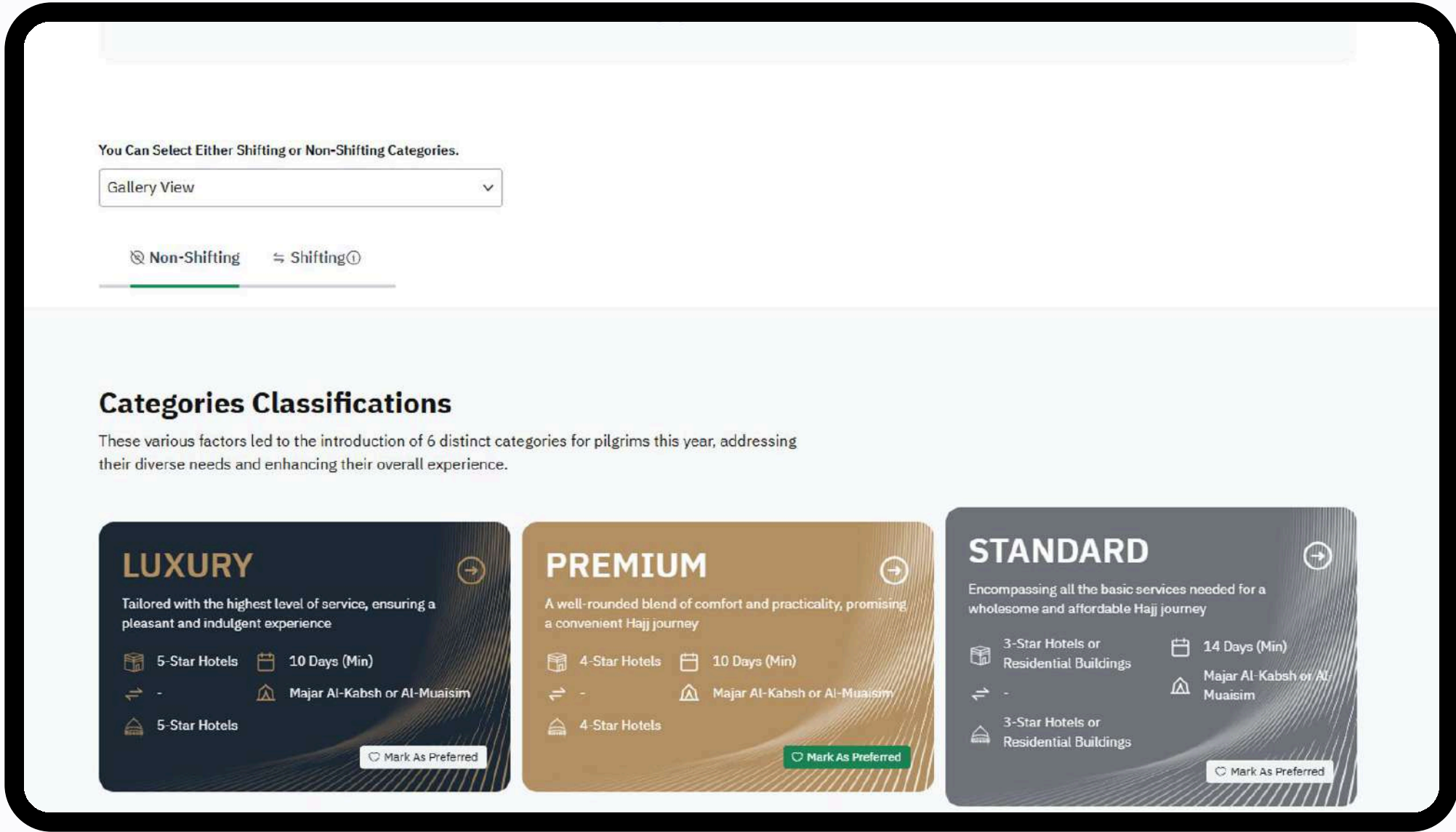
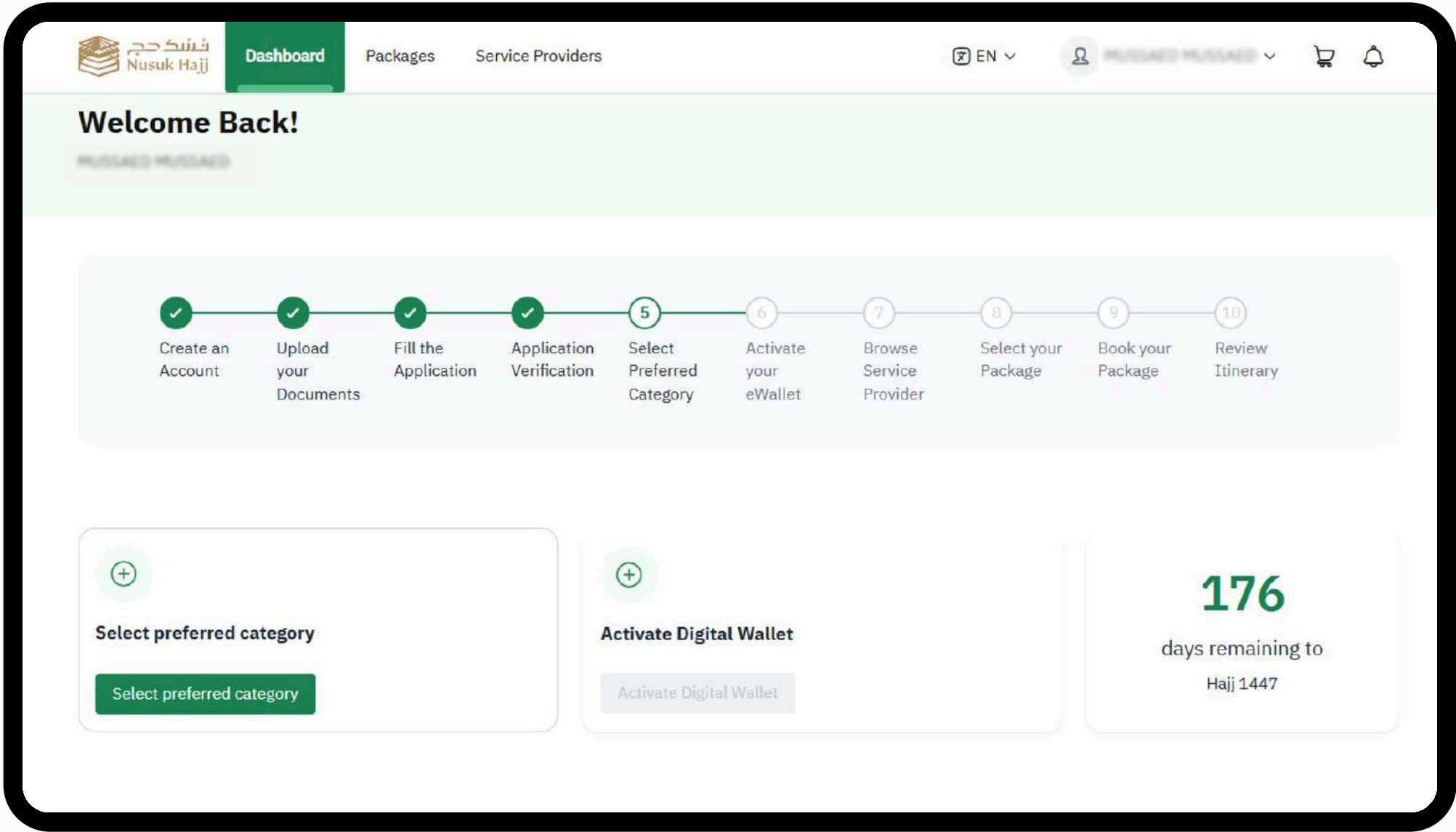


6. Transfer Authority

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.

Account Post Audit

Select Preferred Category Steps:

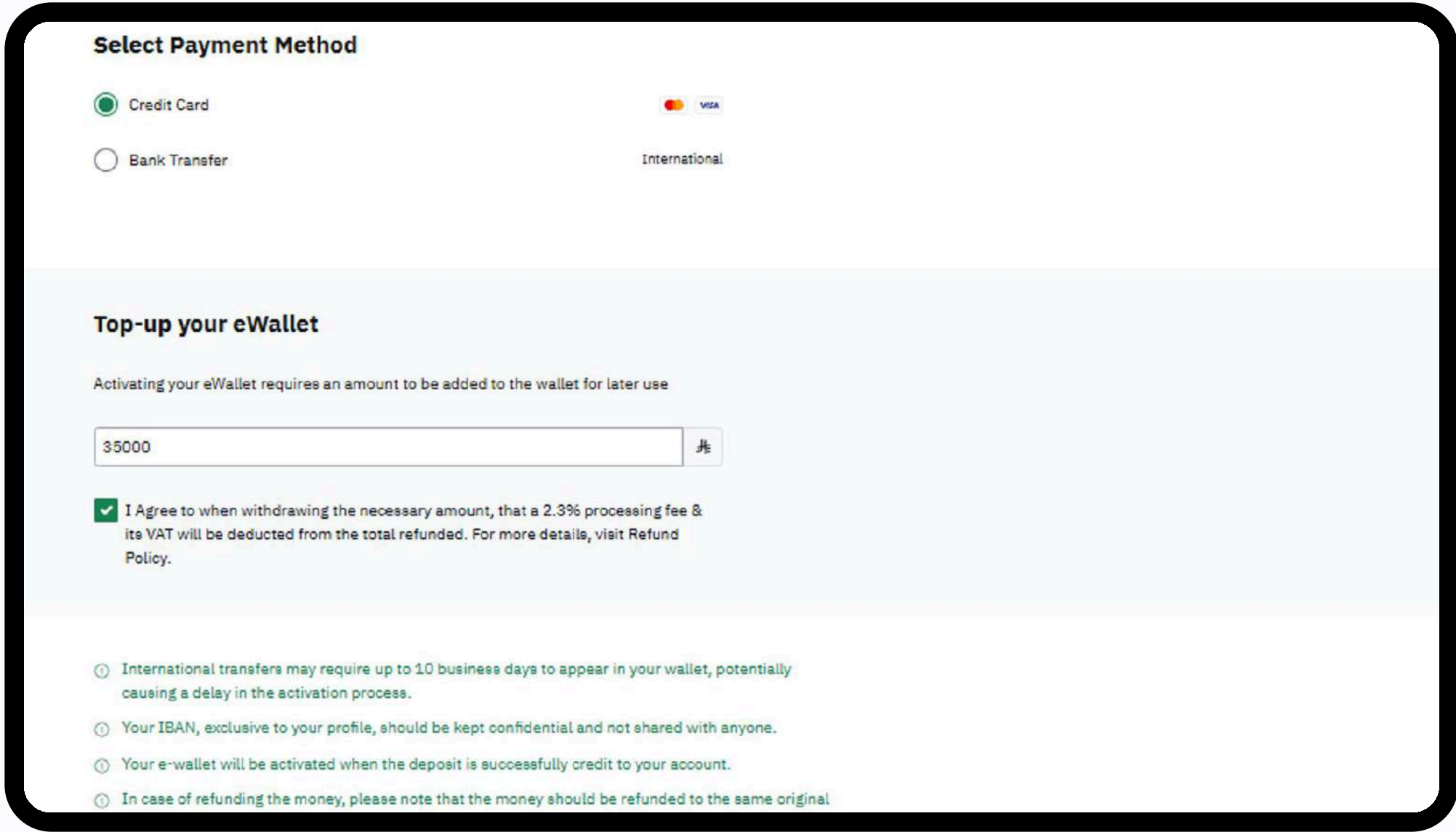
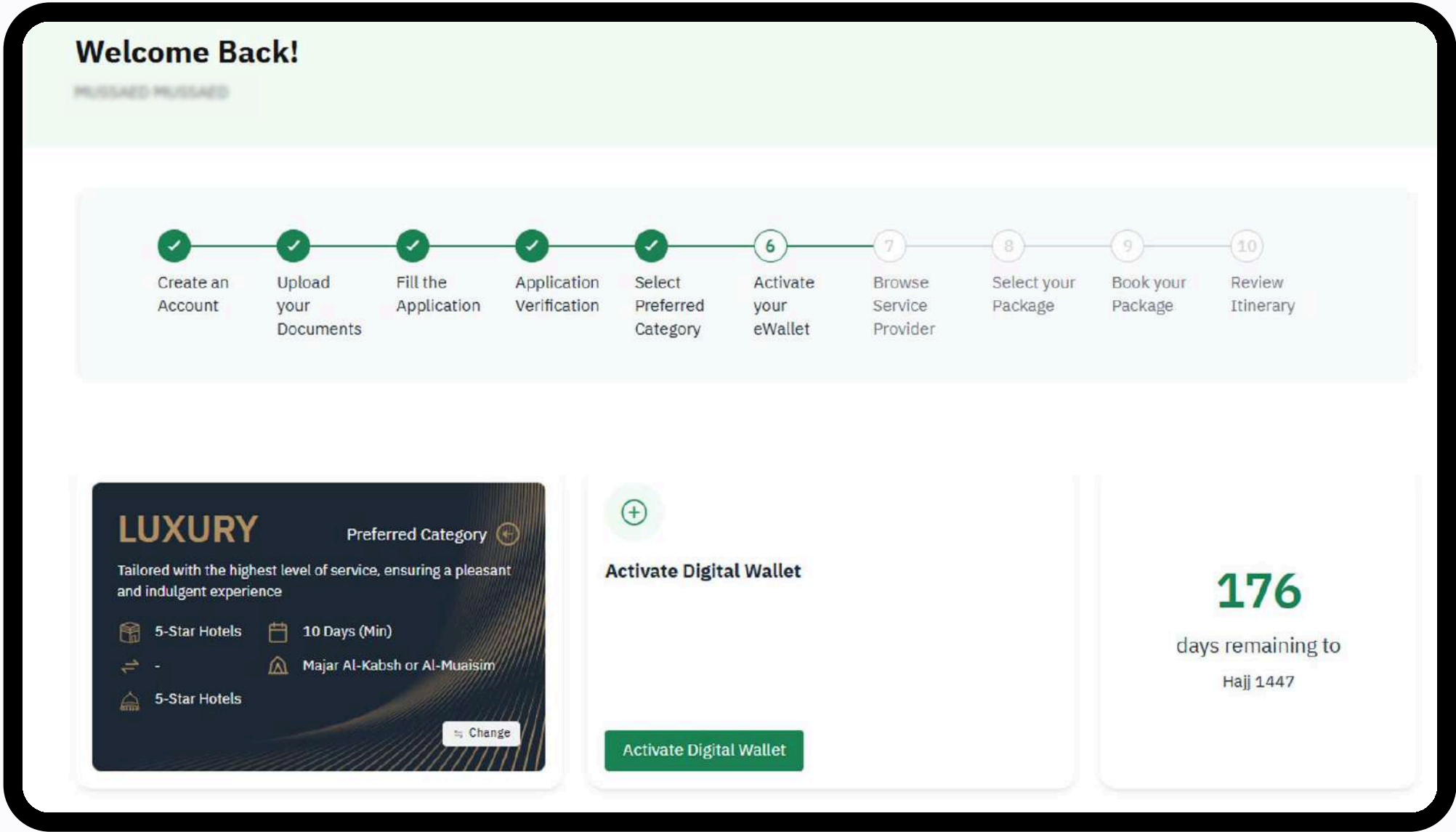


1. Post - verification

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:

Top-up your eWallet

Billing Address

Country

Austria

* First Name

* Last Name

* State

* City

* Postal Code

* Street Address line 1

Street Address line 2

Street Address line 3

Previous

Next

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.

36°C27-November-202509:53 AMMakkah

Nusuk Hajj

DashboardPackagesService Providers

EN

Home > Top-up your eWallet

Top-up your eWallet

Total Amount:
35,000.00

Card Number

Card Number

Expiry Date

MM / YY

Card holder

Card holder

CVV

CVV

Pay now

VISA

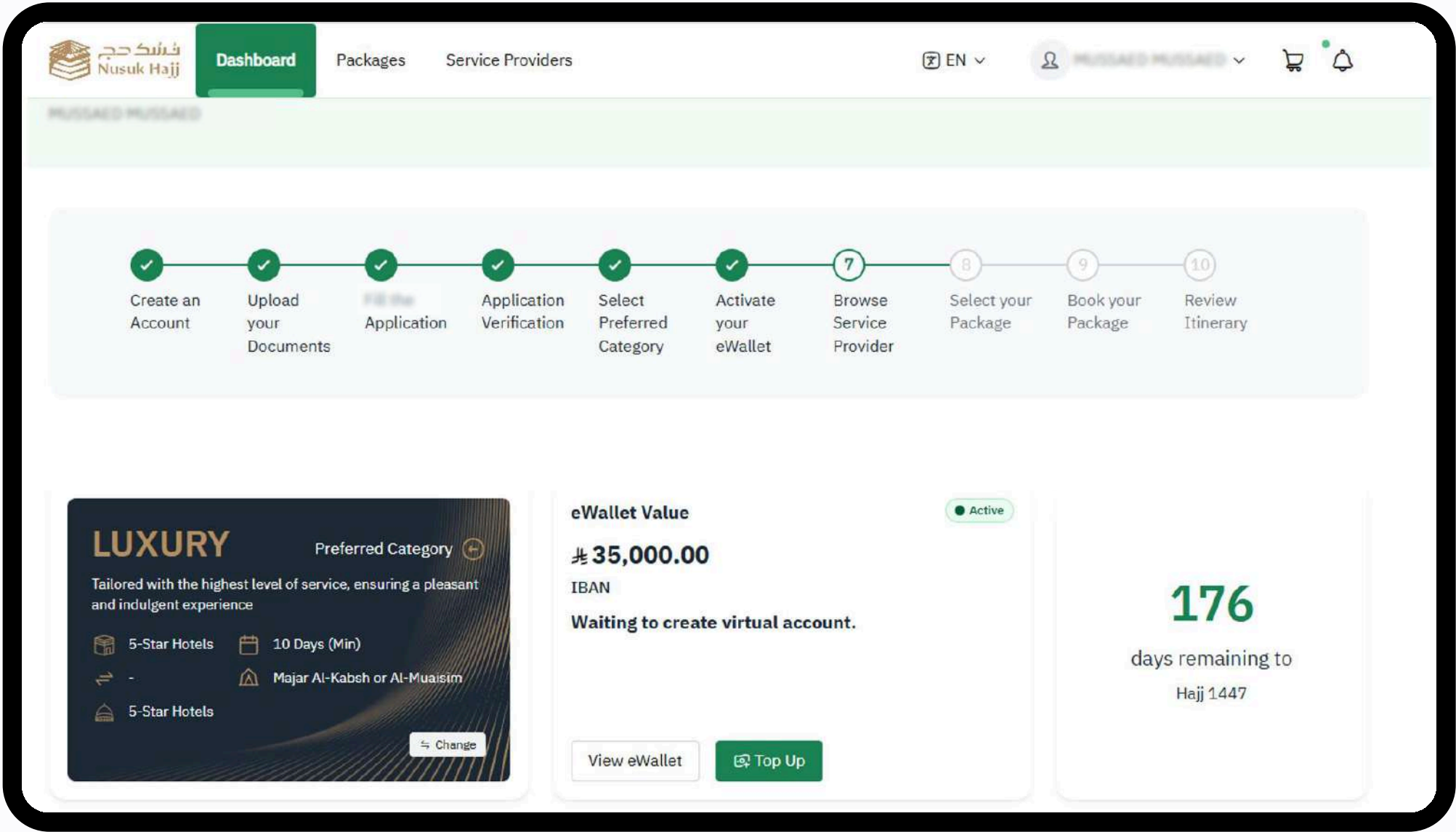
About Hajj

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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:

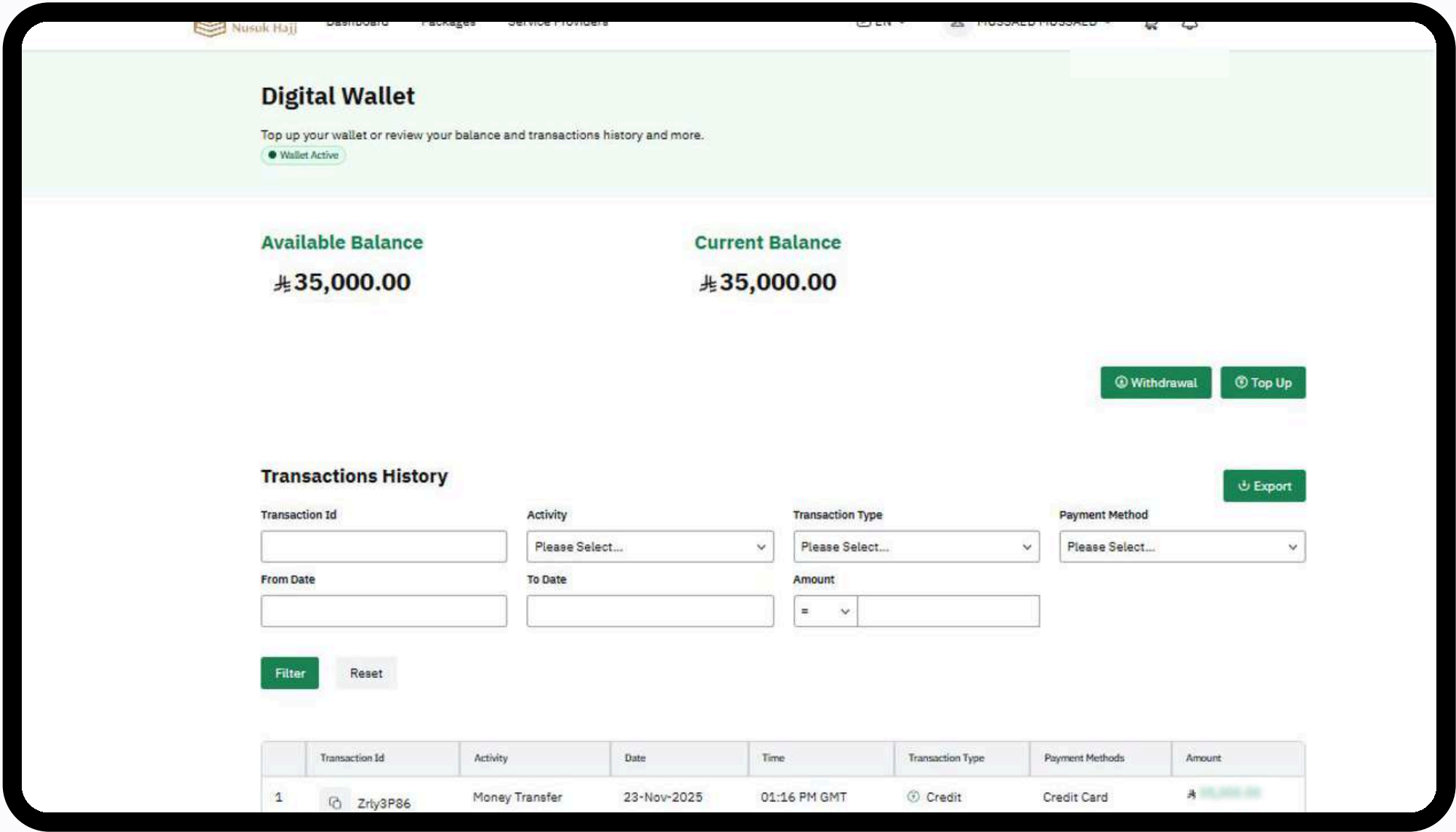
- 1. Go to dashboard.
- 2. From the box of eWallet Value.
- 3. Click View eWallet.

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.

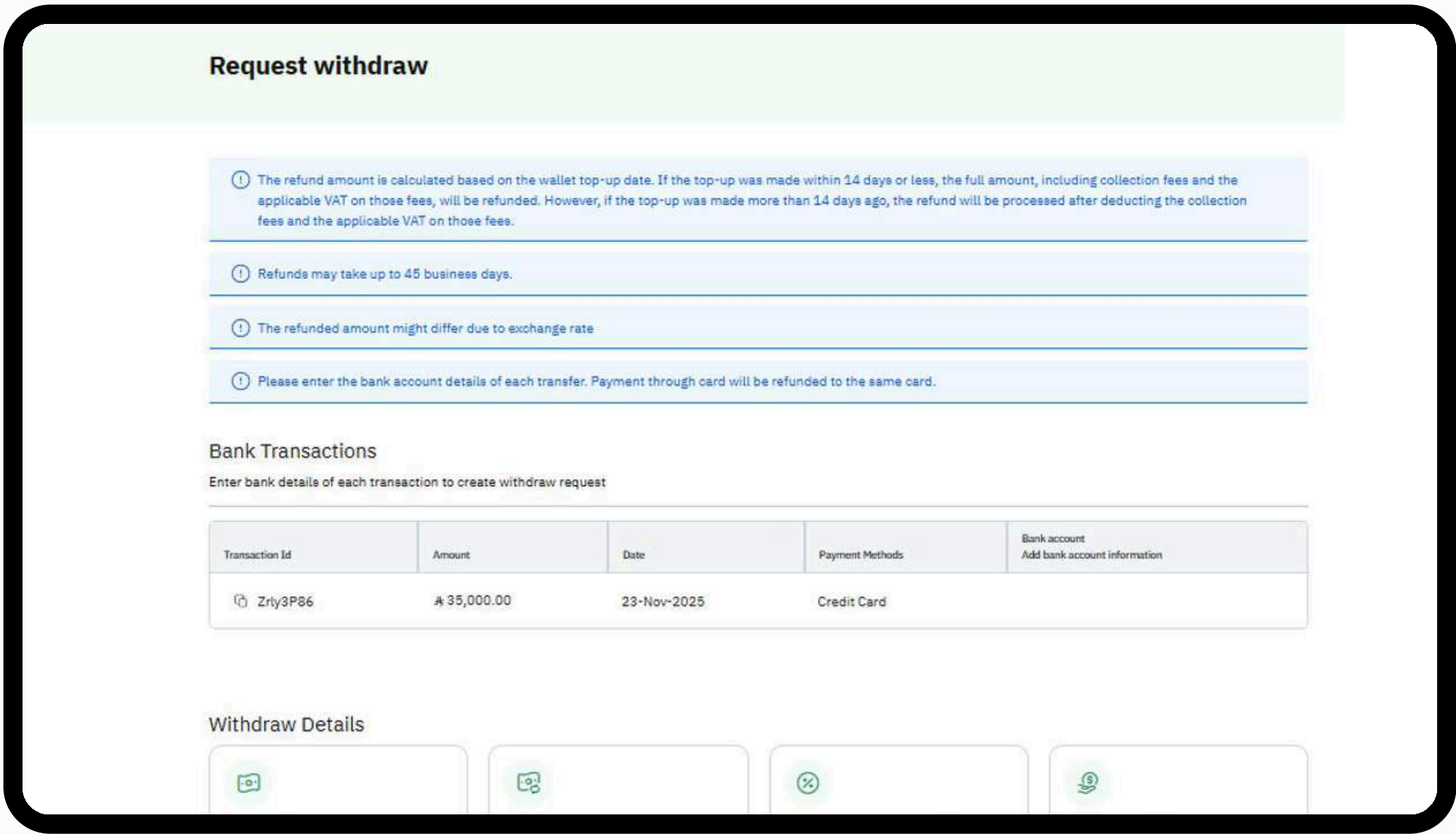
Wallet History & Details Steps:



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

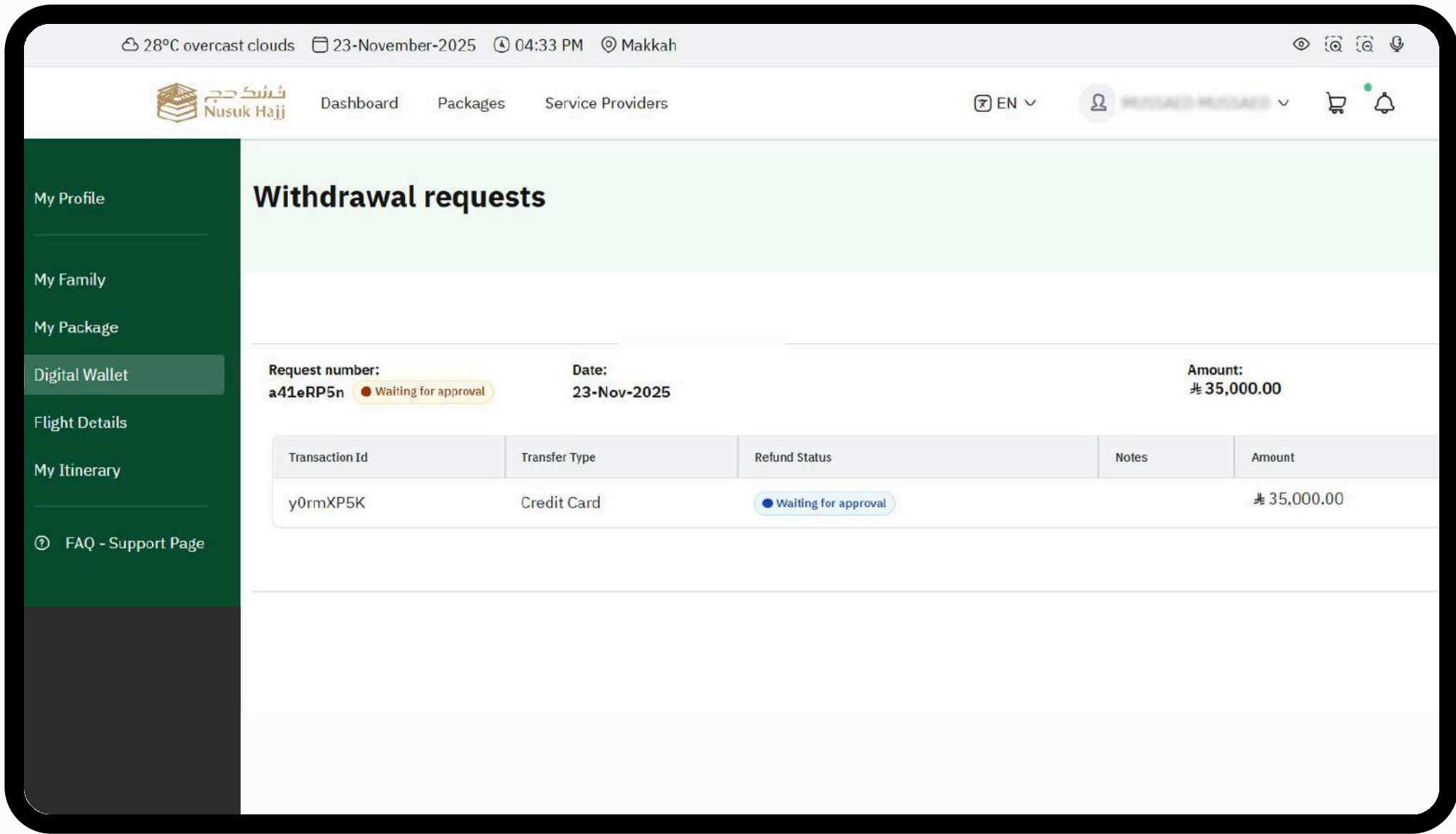
- 1. **Transaction History:** The eWallet charging and refund done on the current account.
- 2. **Bank Account Details:** The current account Bank Details & can be edited by pressing the Change button and update the Bank Account info.
- 3. **Top-Up Button:** Will redirect the user to Top-up page in appeared 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

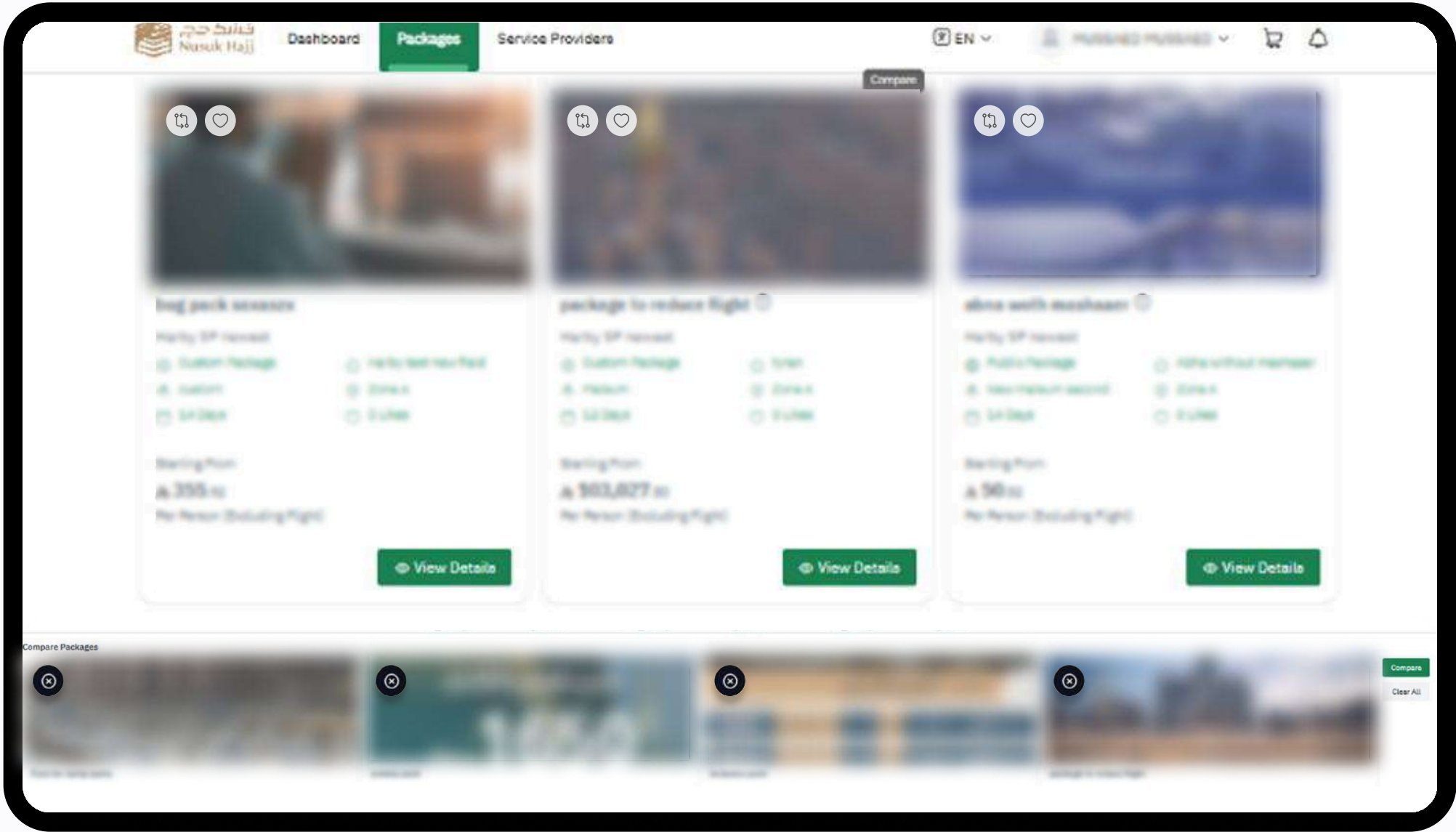
- Go to My Profile.
- My Wallet.
- Press Withdrawal Button - will appear a disclaimer (Must read carefully and approve).
- After approving on disclaimer the refund will be done on the whole amount in the wallet.
- Note :** The refund value will be returned to the same way charged the e-Wallet before.



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

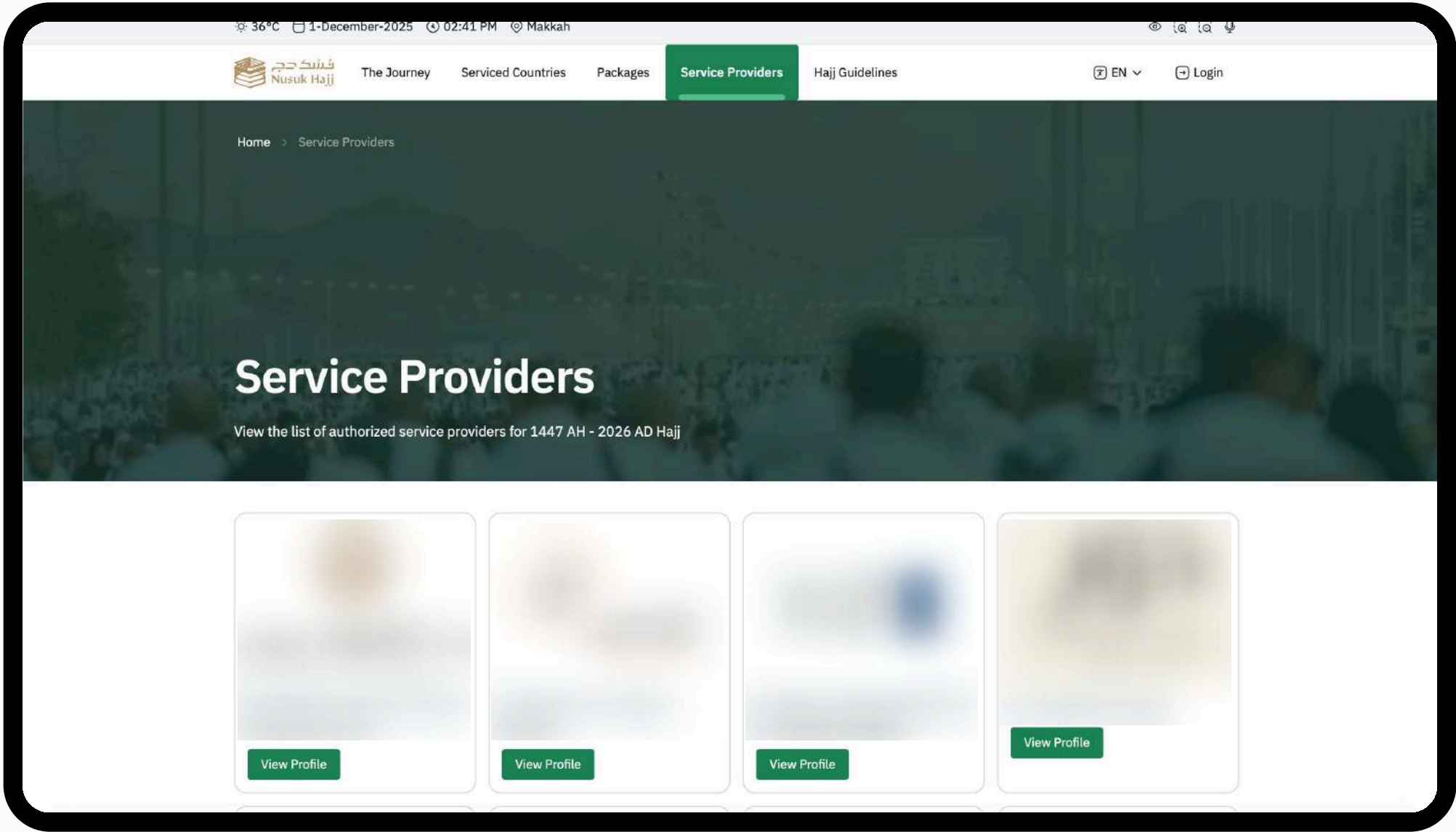
Compare & purchase a package Steps:



Package Name	big pack services	package to reduce flight	package to reduce flight	alone with meaham
Service Provider	Hajjaj SP services	Hajjaj SP services	Hajjaj SP services	Hajjaj SP services
Package Price Starts From	355500	355500	355500	355500
Package Category	Hajjaj SP services	Hajjaj SP services	alone	alone with meaham
Package Duration	10 days	10 days	10 days	10 days
Makkah Hotel 1	Al-Farooq	Al-Farooq	Al-Farooq	Al-Farooq
Makkah Hotel 2	Not included	Not included	Not included	Not included
Makkah Hotel 3	Not included	Not included	Not included	Not included

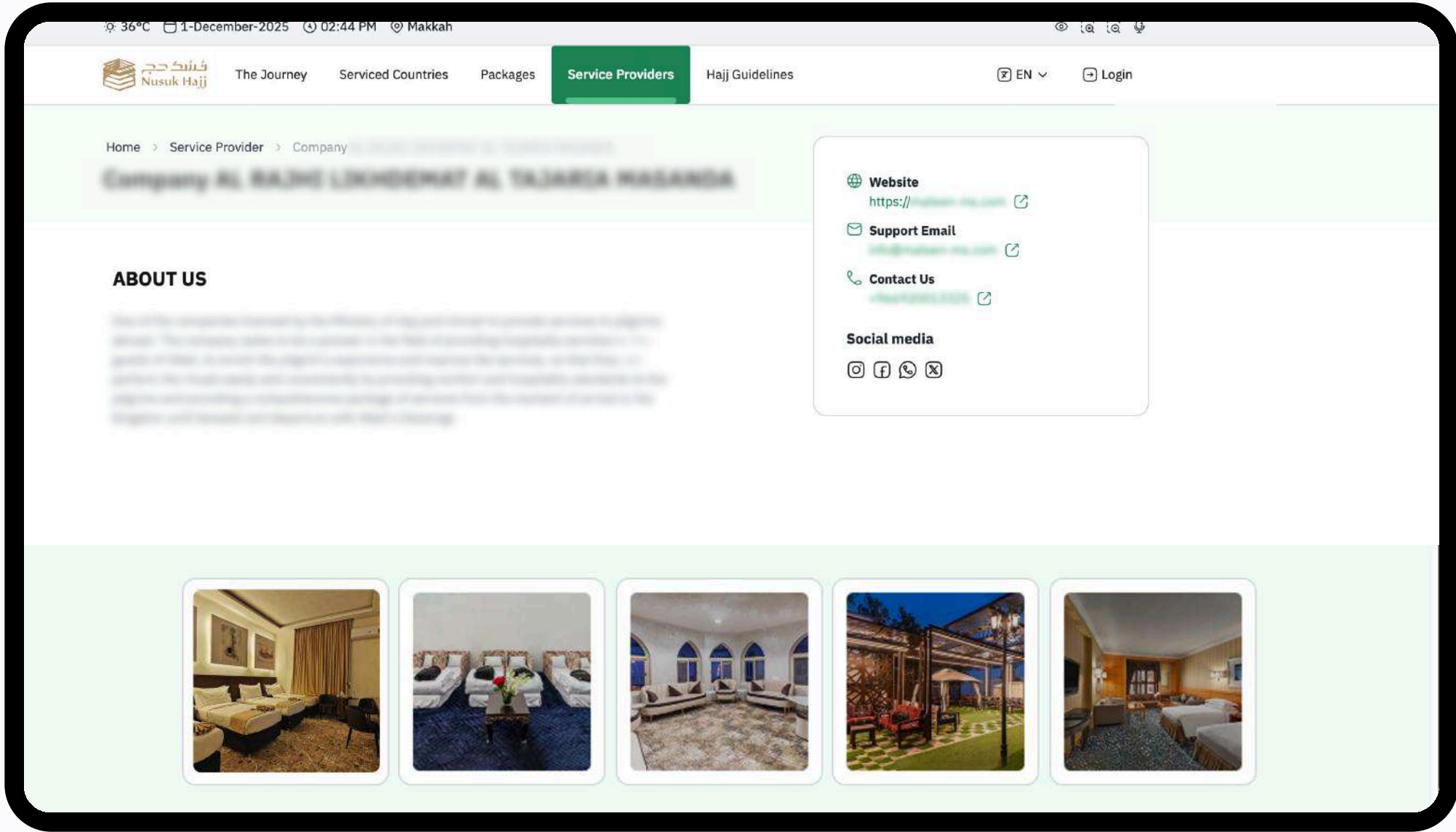
- 1. Comparison between packages,** based on the following criteria:
- Service provider - package price - package category - package duration - primary accommodation (Makkah) - transitional accommodation - accommodation in Madinah - transportation - availability of group flights from the pilgrim’s country of residence and the camp.
- After reviewing and comparing the packages, the pilgrim can select five preferred packages.

View service providers Steps:

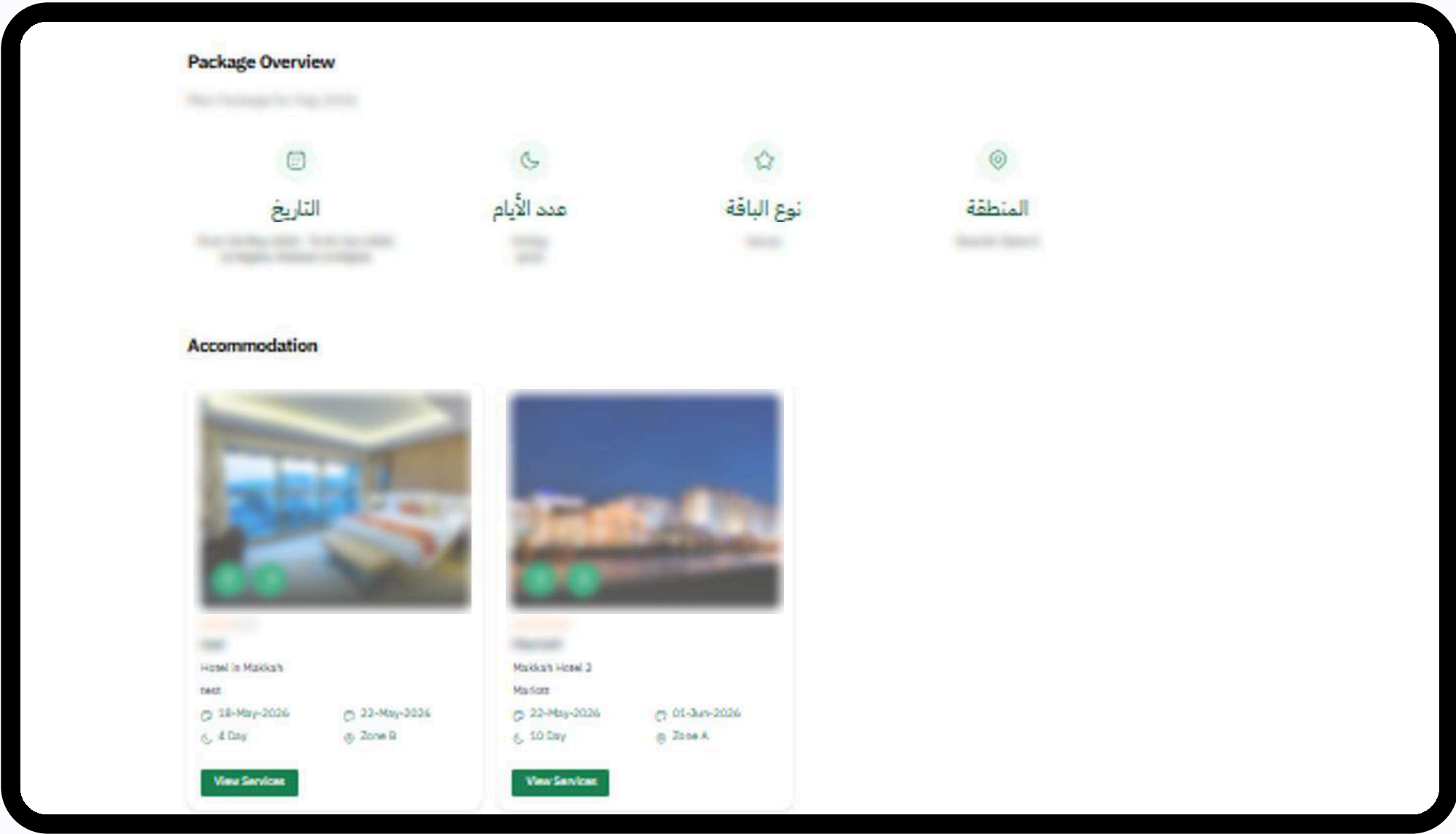
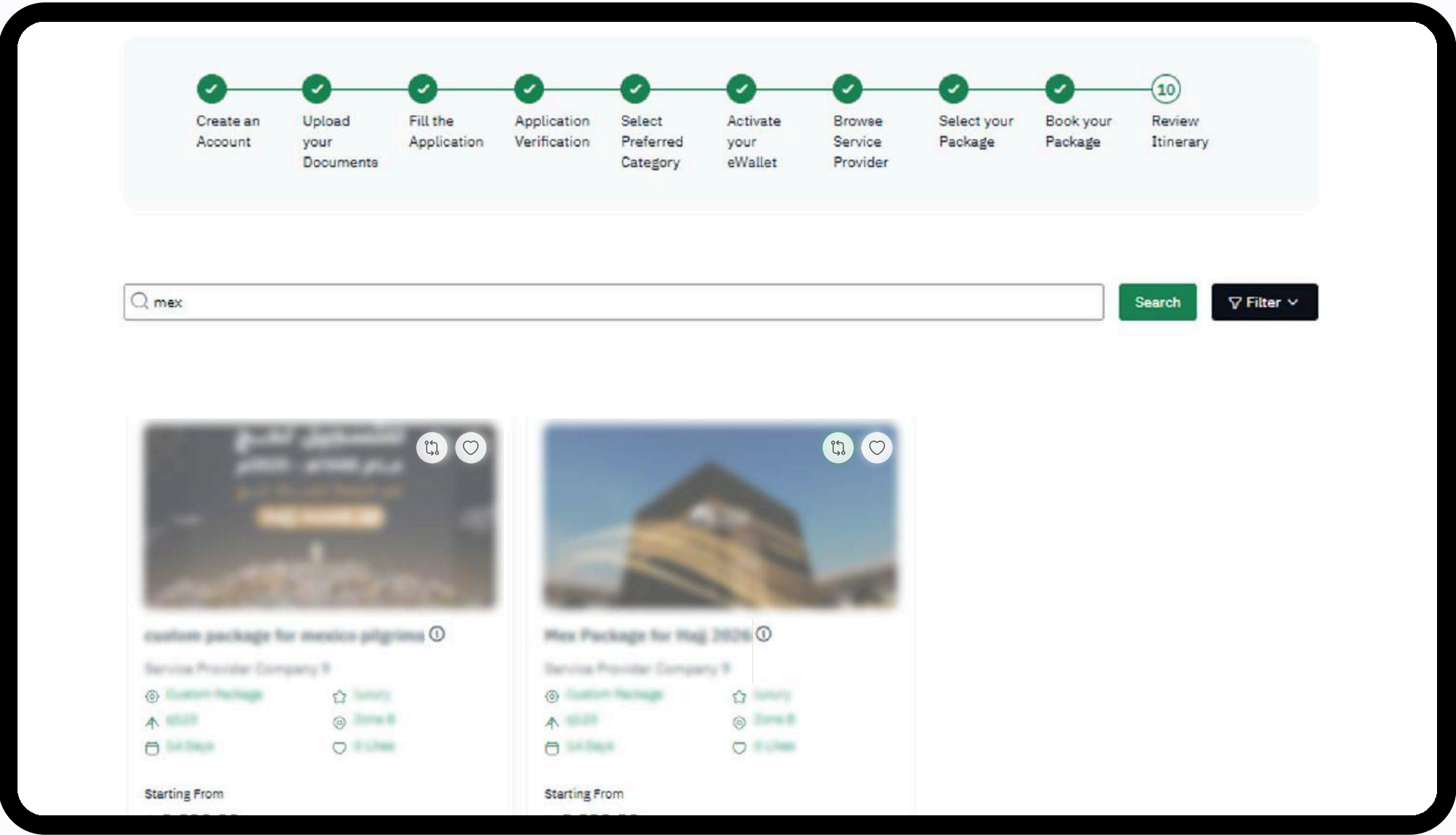


2. Displaying the approved service-providing companies:

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



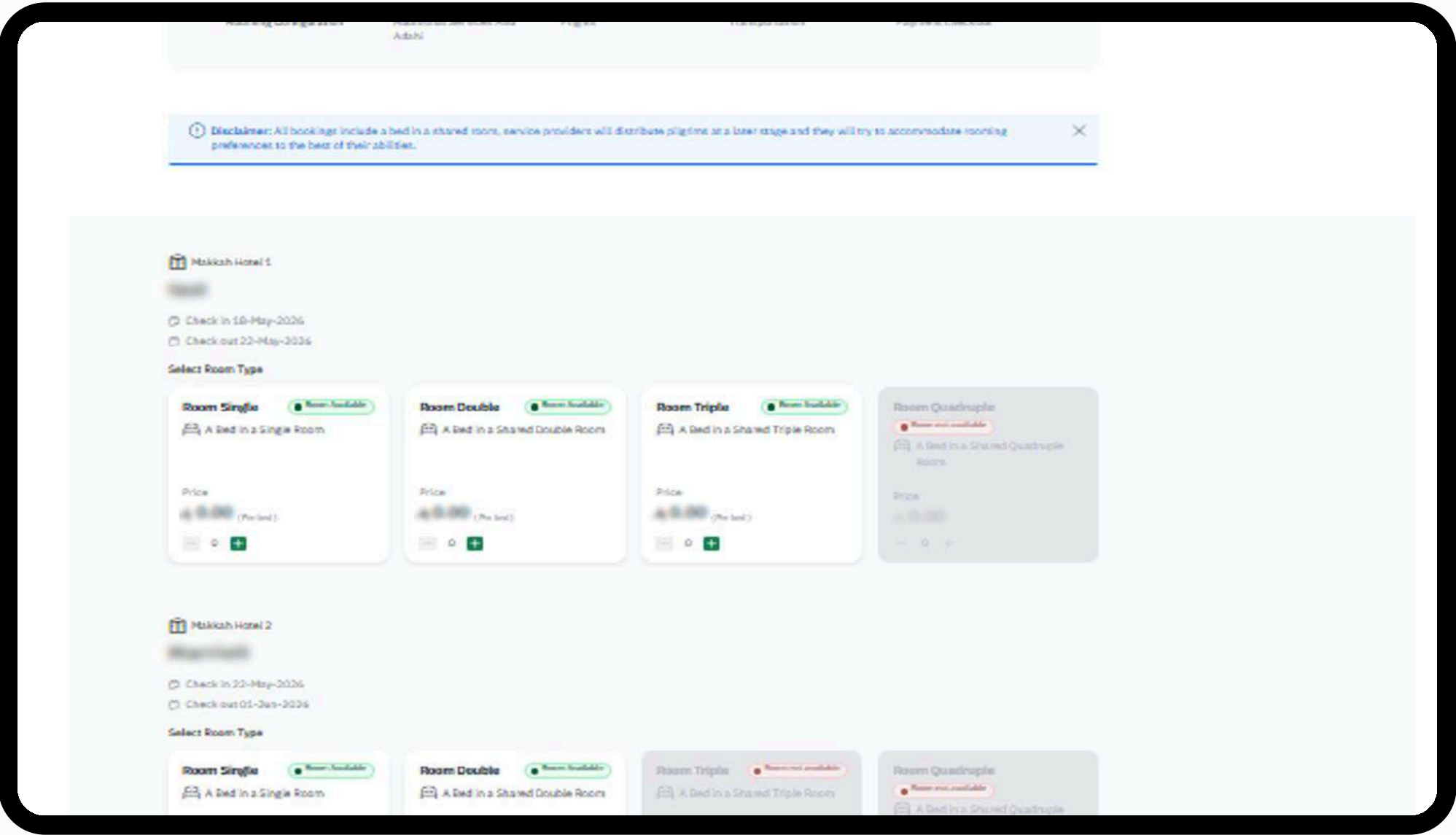
Purchase a package Steps:



3. Purchasing a package

Select the package and complete all booking steps.

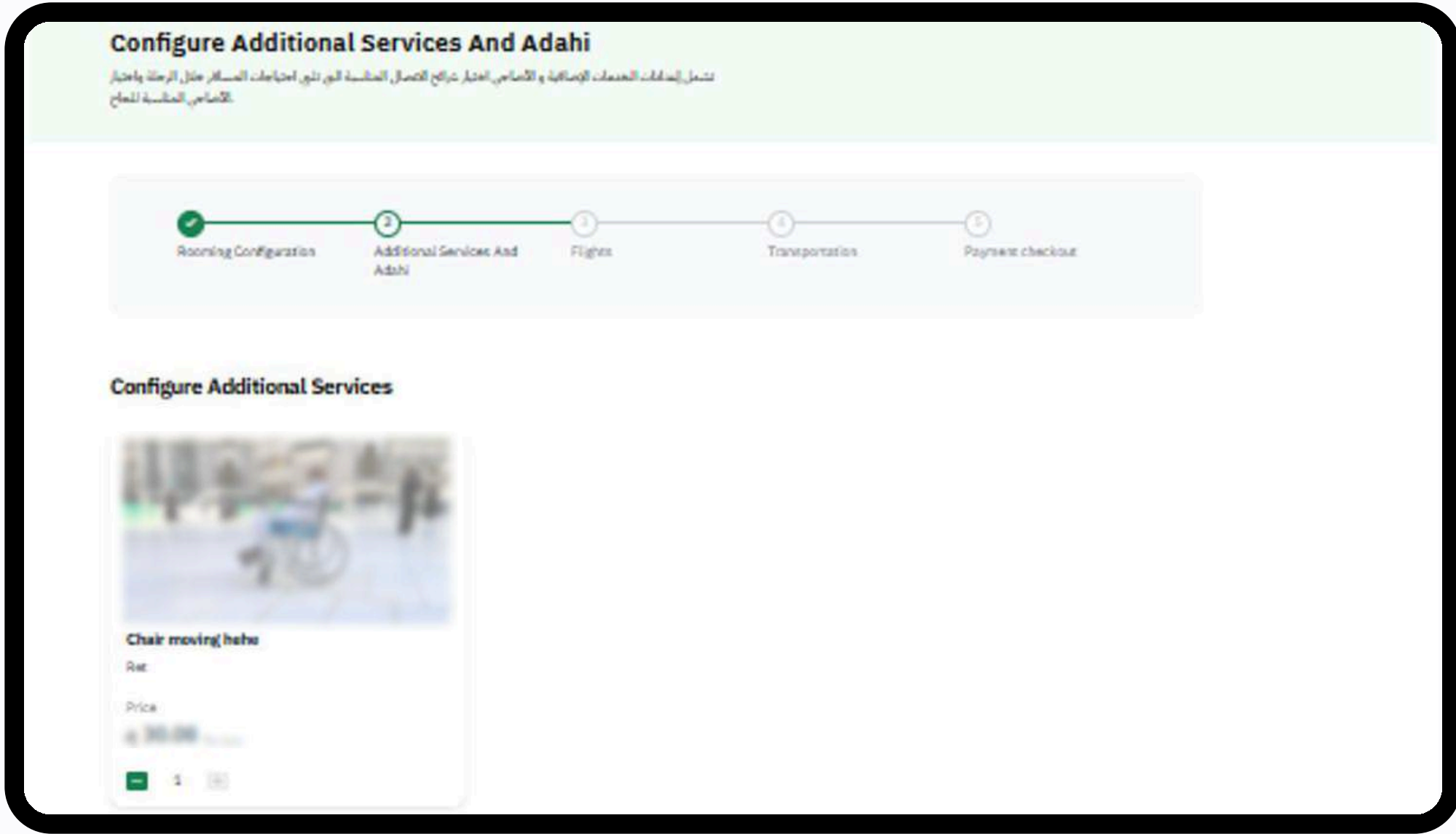
Purchase a package Steps:



4. Book Room

Select rooms:

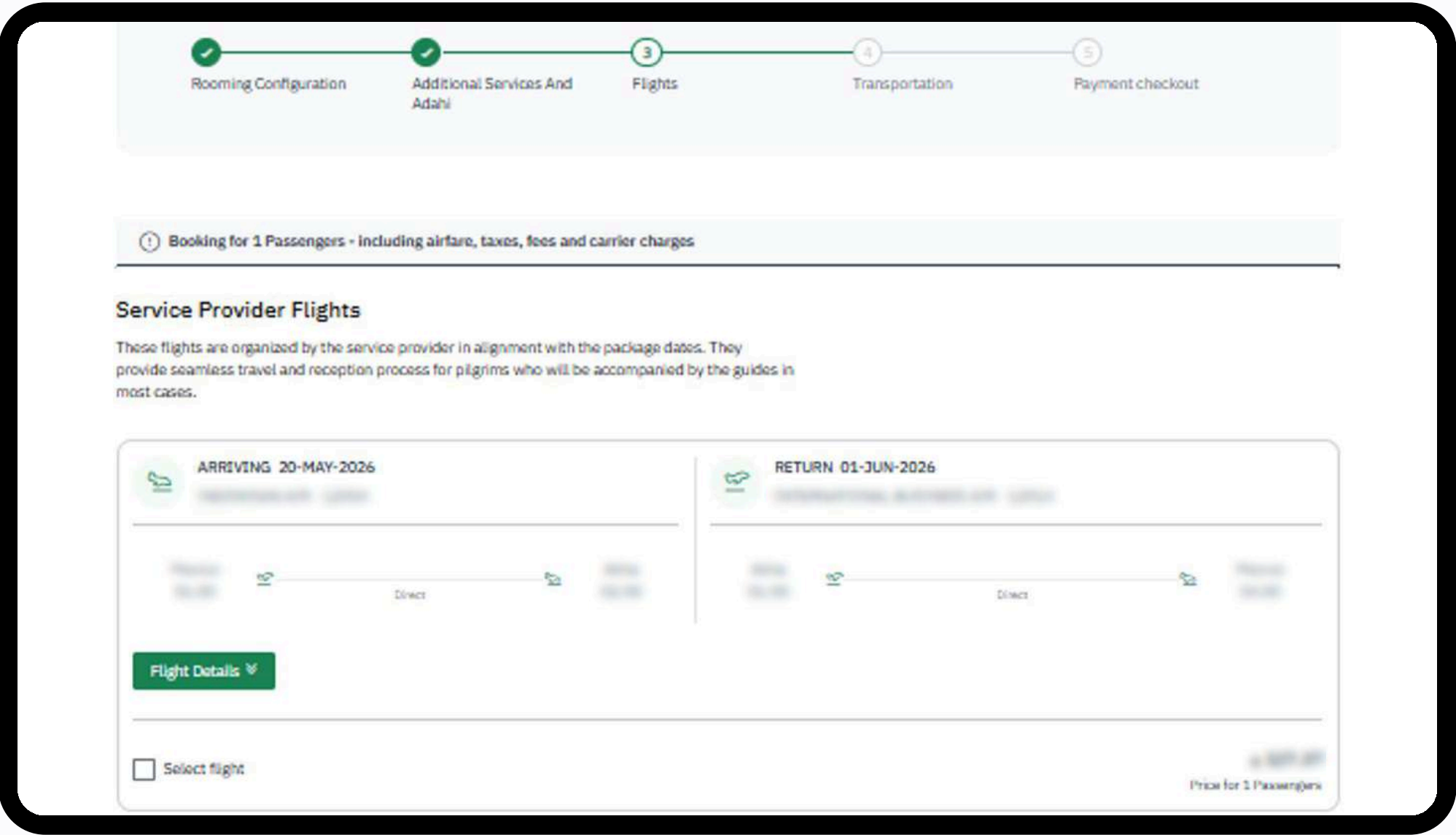
Rooms and beds can be selected and reserved according to the pilgrim’s preference and bed availability at the chosen accommodation, including single, double, triple, and quadruple rooms.



5. Extra services

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

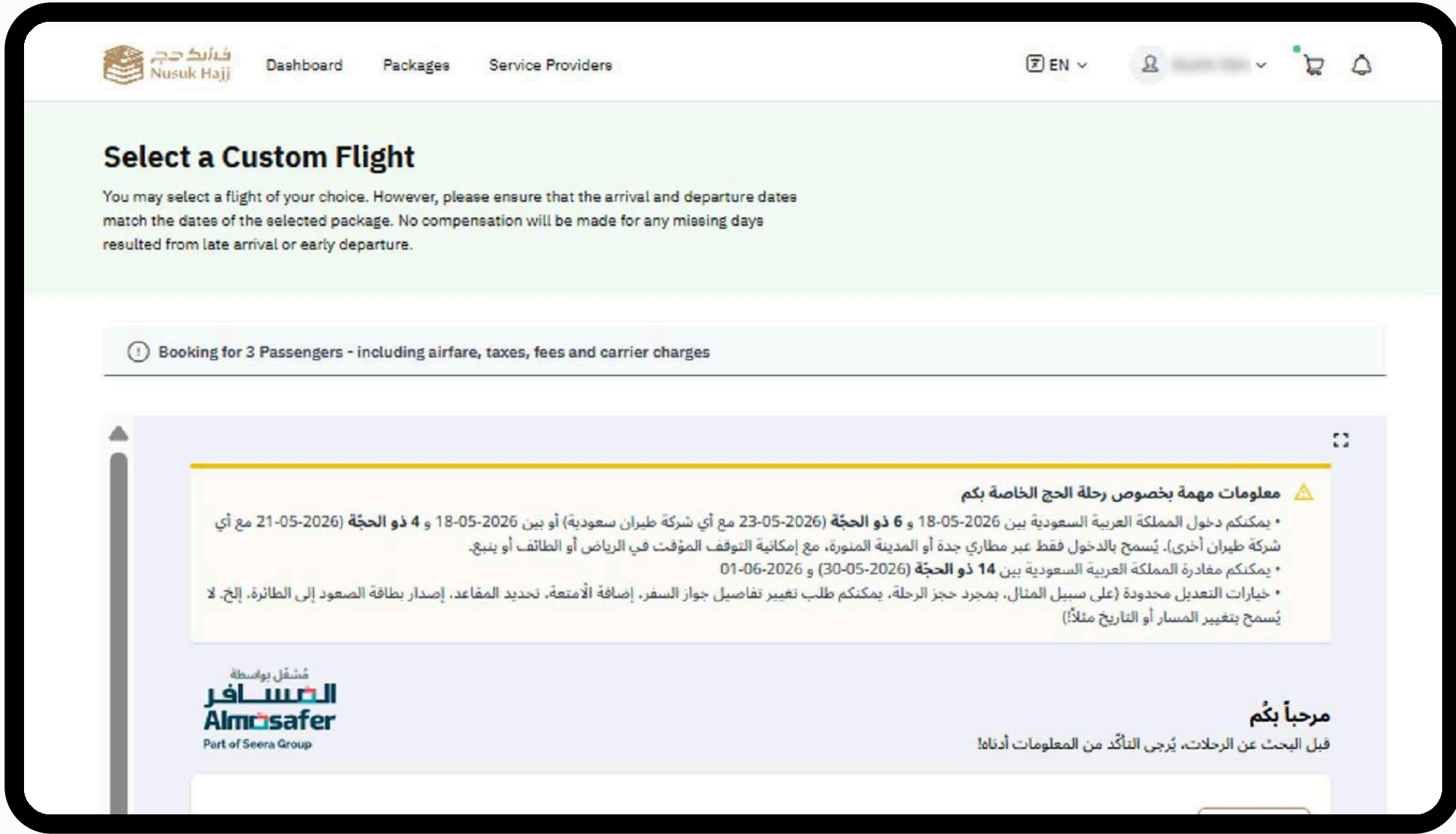
Purchase a package Steps:



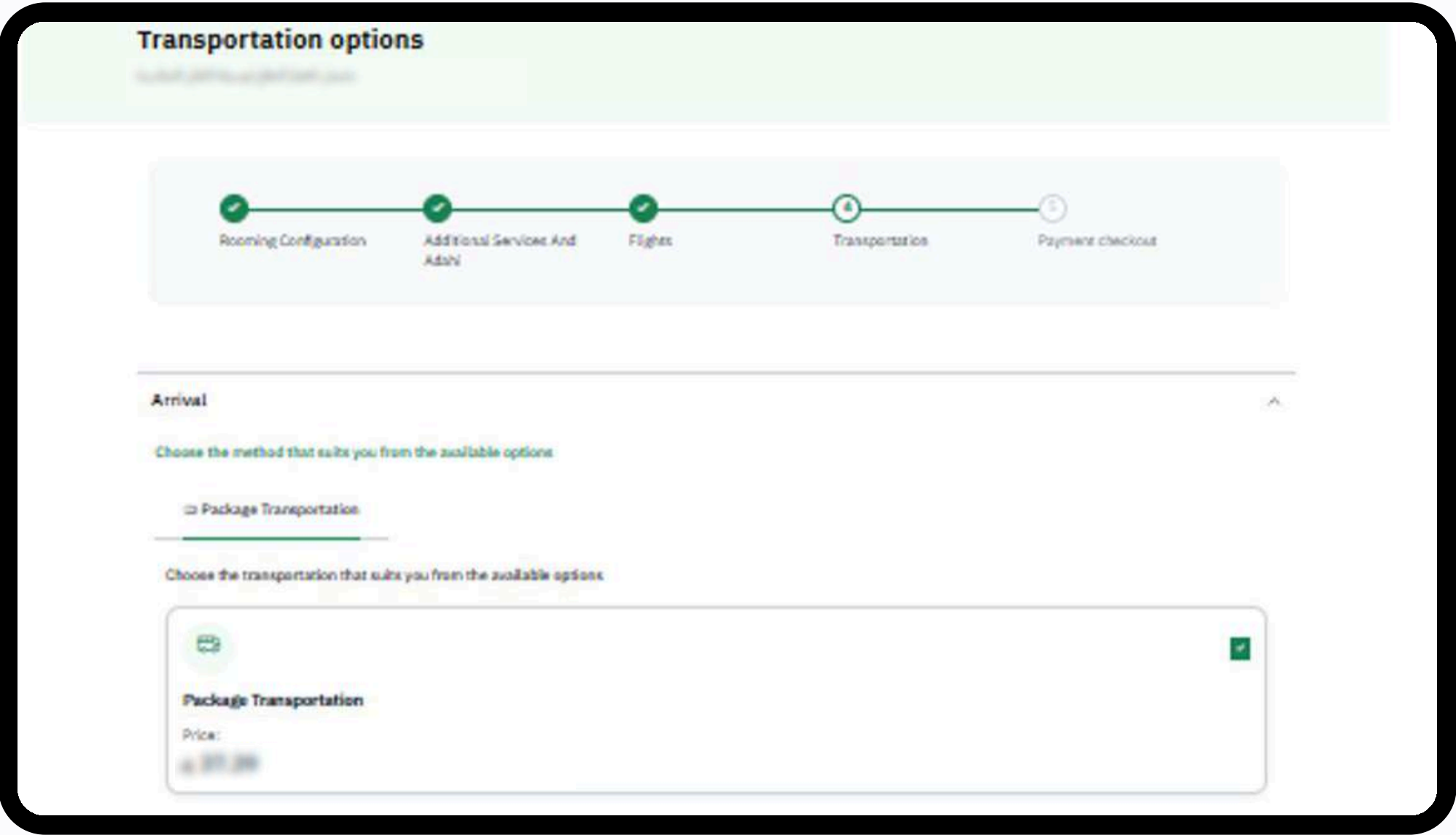
6. Flights

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

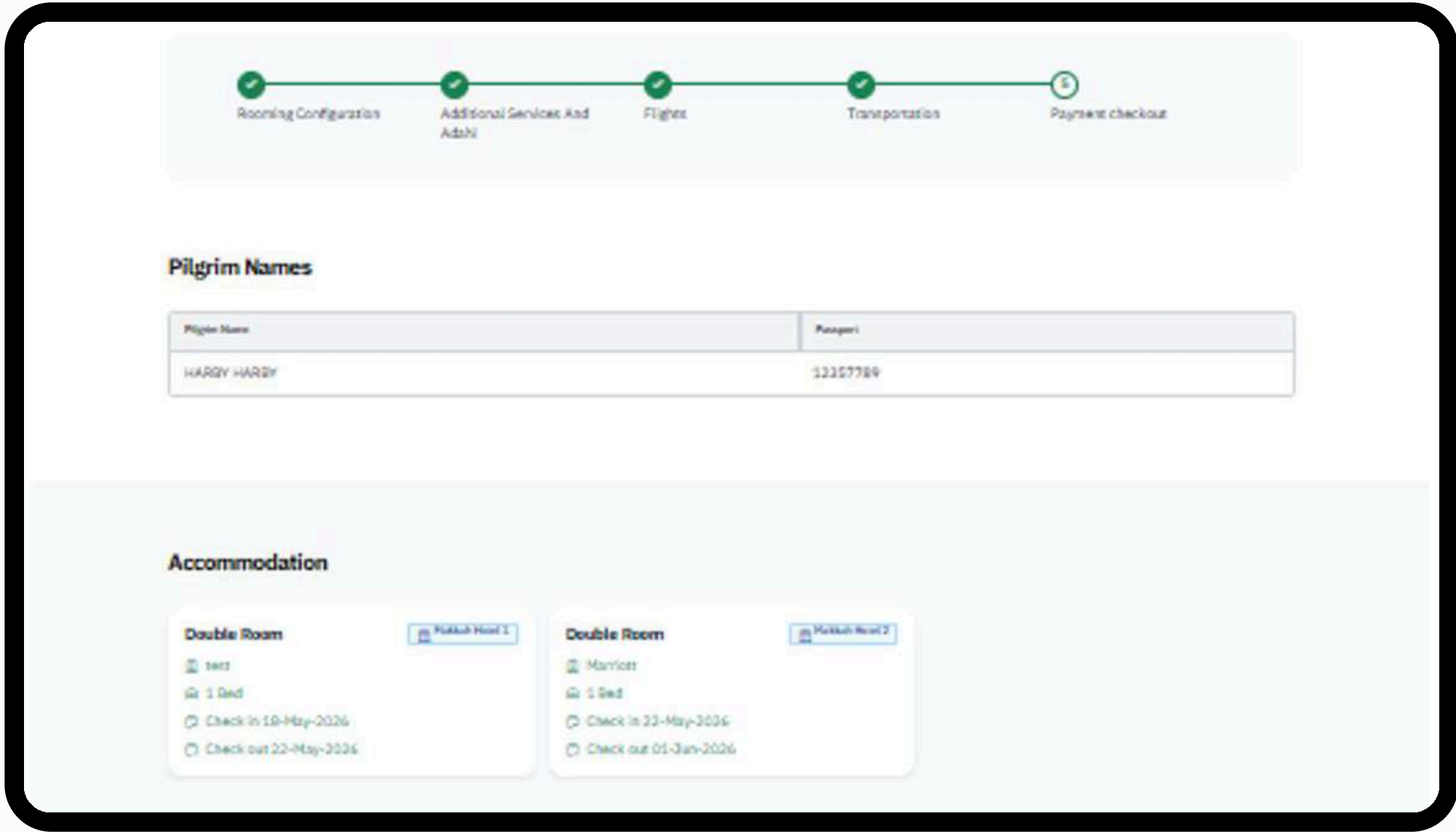
If there are no group flights, custom flights can be selected and booked



Purchase a package Steps:

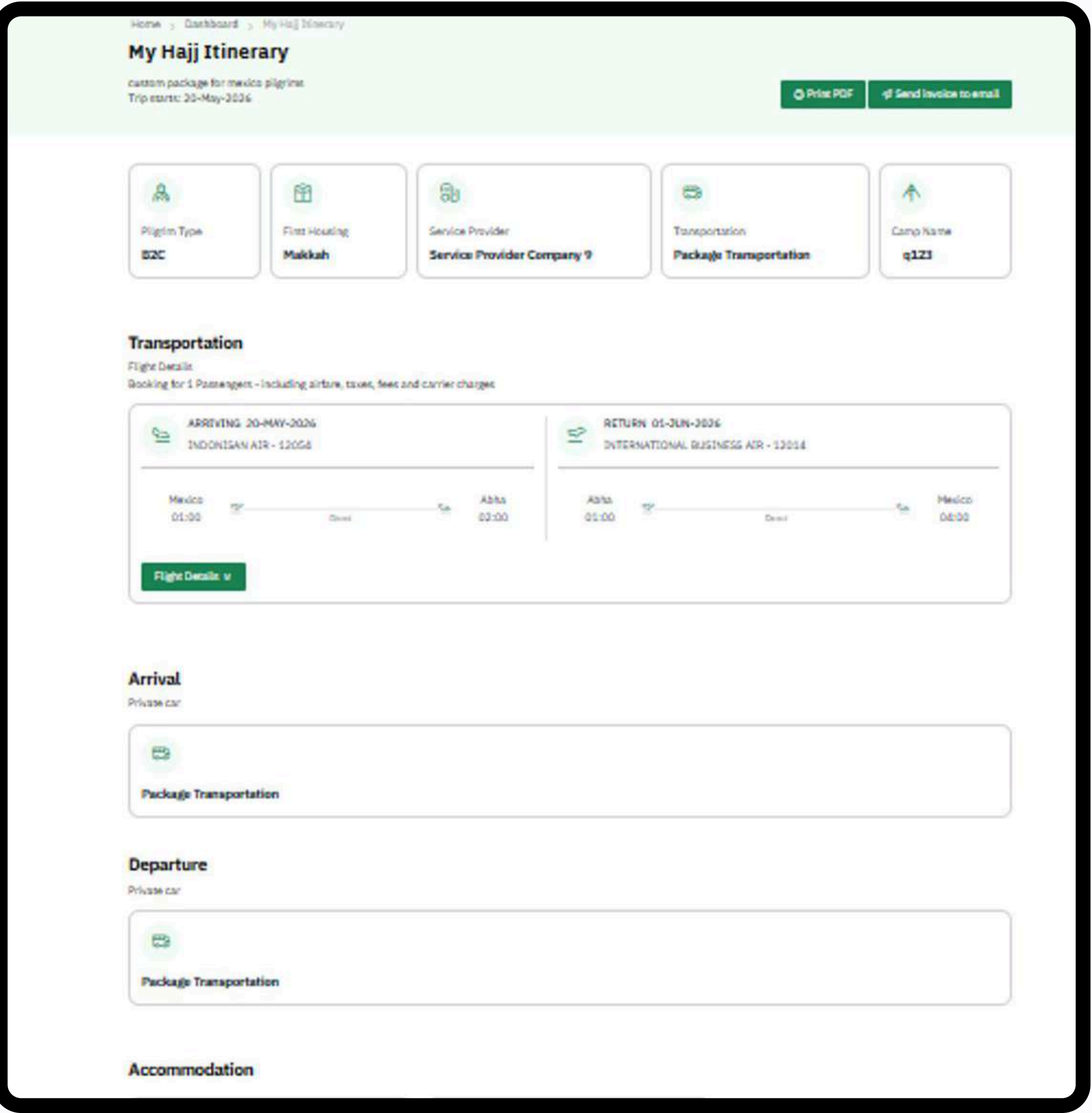


7. Transportation



8. Review booking and payment details

Itinerary Steps:



9. Pilgrim’s journey itinerary

وزارة الحج والعمرة
MINISTRY OF HAJJ & UMRAH



نُسُك حَج
Nusuk Hajj