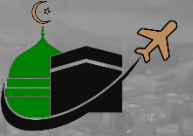




نُسُك حَجّ
Nusuk Hajj



AR-RAHMAN
Guests Travels

Nusuk Hajj User Manual

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About Nusuk Hajj



Nusuk Hajj is the one-stop-shop platform overseen by the Ministry of Hajj and Umrah, offering pilgrims from serviced countries a variety of Hajj packages, provided by authorized service providers, ensuring a seamless Hajj experience

It is a website / browser-based application that is an International marketplace for all the 126 countries listed on Nusuk Hajj to purchase Hajj packages from service providers authorized by the Ministry of Hajj & Umrah.

It is where we begin with registration, uploading documents, fill the application, get verified, select category, deposit payments, purchase the Hajj packages, and visas, tickets and itinerary etc.

The website address is <https://hajj.nusuk.sa/>

Please note: Nusuk App (Android / iOS) is different than hajj.nusuk.sa web application. Nusuk App is used for Umrah, Permits to Rawdah and other information.

Objective

This manual is here to help you use our Nusuk Hajj Platform confidently. We want to make sure you understand all the aspects clearly, so you can get the most out of what we offer and have a great experience with our services.

10 STEPS TO REGISTER FOR HAJJ 1446 H / 2025



The website address is <https://hajj.nusuk.sa/>

For Registration Assistance - Join WhatsApp Channel



SERVICED COUNTRIES

Included For Nusuk Hajj 1446 H - 2024 G

Asia

Japan
South Korea

Africa

Eswatini (Swaziland)
Botswana
Lesotho
Mayotte Island
Runion Island
Seychelles

Europe

Andorra
Armenia
Austria
Belarus
Belgium
Bulgaria
Cayman Islands
Croatia
Cyprus
Czech Republic
Denmark
Estonia
Faeroe Islands
Finland

France
Georgia
Germany
Gibraltar
Greece
Greenland
Hungary
Iceland
Ireland
Italy
Latvia
Liechtenstein
Lithuania
Luxembourg
Malta
Moldavia
Monaco
Netherlands
Norway
Poland
Portugal
Romania
San Marino
Serbia
Slovakia

Slovenia
Spain
St. Helena
Sweden
Switzerland
Ukraine
United Kingdom

North America

Anguilla
Antigua and Barbuda
Bahamas
Barbados
Belize
Bermuda
British Virgin Islands
Canada
Costa Rica
Cuba
Dominica
Dominican Republic
Grenada
Guam
Guatemala
Haiti
Honduras

Jamaica
Martinique
Mexico
Montserrat
Nicaragua
Panama
Puerto Rico
Saint Kitts and Nevis
Saint Lucia
Saint Pierre and Miquelon
Saint Vincent and the
Grenadines
Salvador
Trinidad and Tobago
Turks and Caicos Islands
United States of America
US Virgin Islands

South America

Argentina
Aruba
Bolivia
Brazil
Chile
Colombia
Ecuador
Falkland Islands

French Guiana
Guyana
Paraguay
Peru
Suriname
Uruguay
Venezuela

Oceania

American Samoa
Australia
Cook Islands
Fiji
French Polynesia
Guadeloupe
Kiribati
Marshall Islands
Micronesia
New Caledonia
New Zealand
Niue
Northern Marianas Islands
Papua New Guinea
Solomon Islands
Tokelau
Tonga Islands

Tuvalu
Vanuatu
Wallis and Futuna Islands
Western Samoa

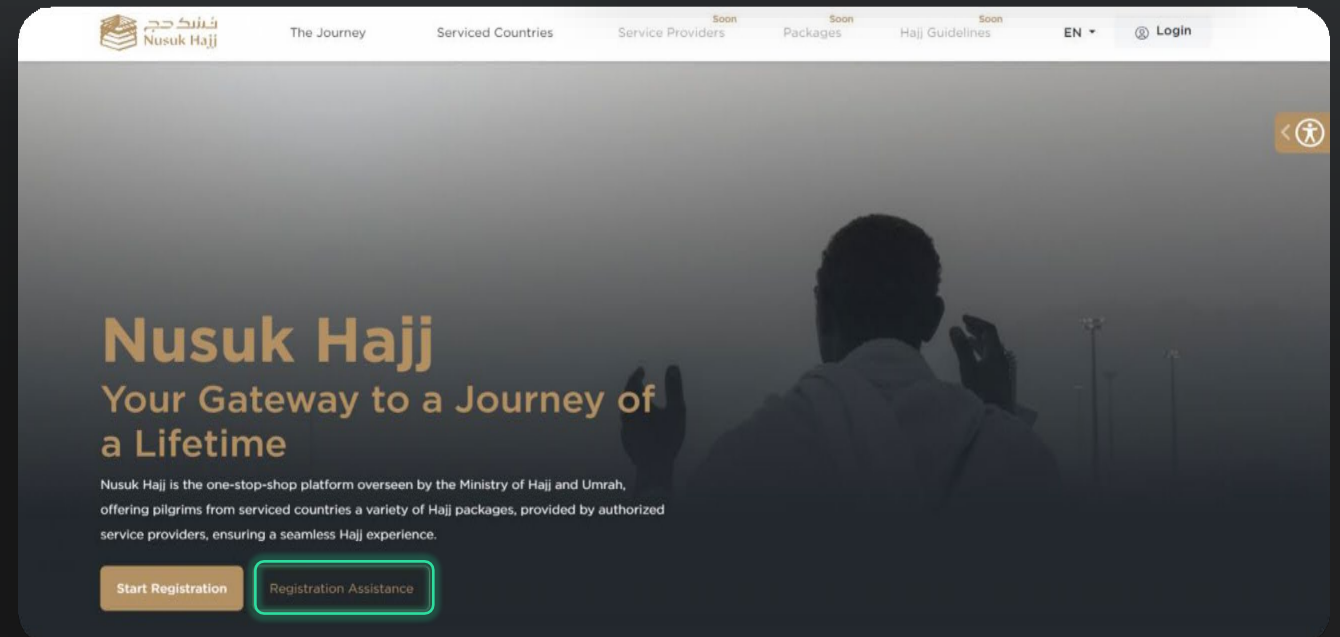
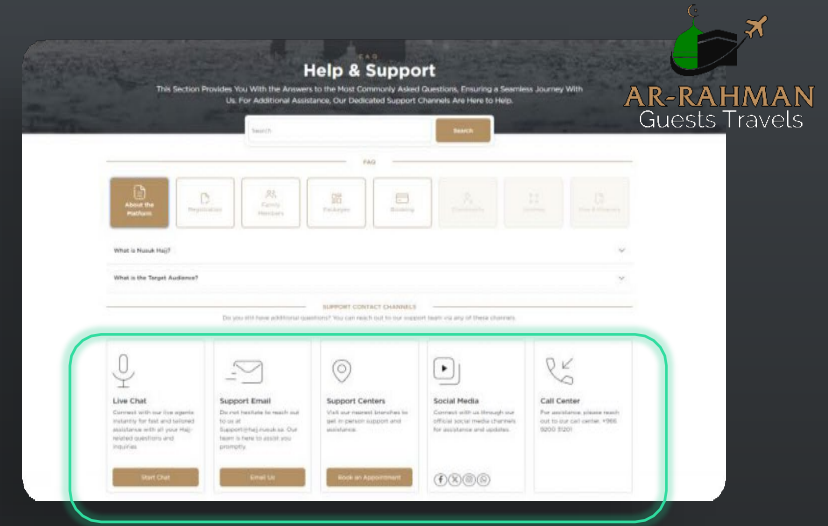
1. Registration:

In the Home page we find the registration button and registration assistance

1. Registration Assistance:

1. 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.

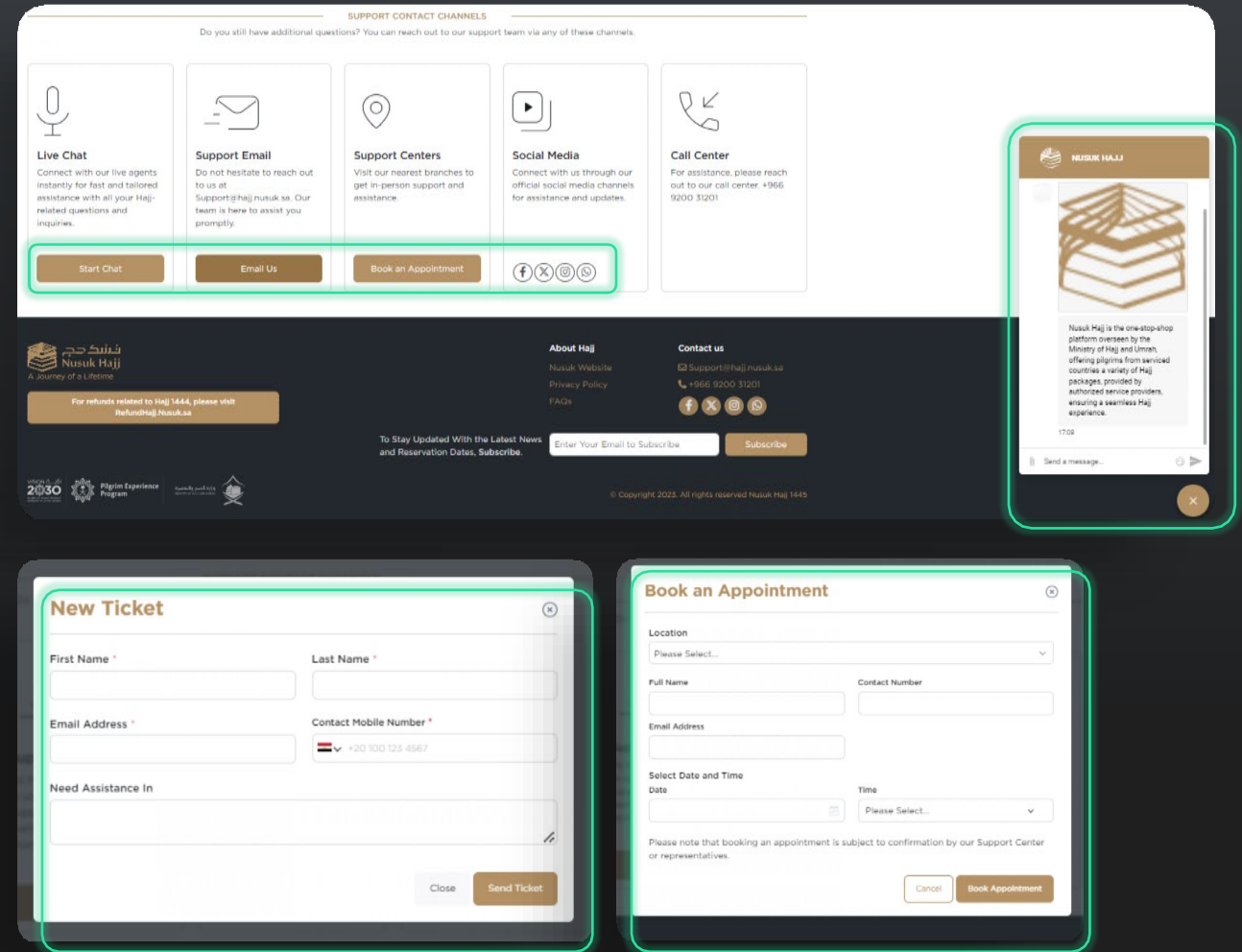
1.1.2. You can get support from the below contact channels:



The website address is <https://hajj.nusuk.sa/>

1. Registration:

1. Live chat: By pressing Start Chat a live chat pop-up will be opened to chat.
2. 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.
3. 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.
4. Social Media: Here you can connect with us through our social media platforms by pressing on the platform and start reaching us.
5. Call Center: Dial the contact number in the box and reach us out.



The image displays the Nusuk Hajj website's support section and two associated pop-up forms. The main page, titled "SUPPORT CONTACT CHANNELS", offers five ways to reach support: Live Chat, Support Email, Support Centers, Social Media, and Call Center. Each channel has a brief description and a corresponding button. A green rectangle highlights the "Start Chat", "Email Us", and "Book an Appointment" buttons, along with the social media icons. Below these, the footer contains "About Hajj", "Contact us", and a newsletter subscription form. To the right, a mobile app interface is shown with a green border. Below the main page, two pop-up forms are displayed, each with a green border. The "New Ticket" form includes fields for First Name, Last Name, Email Address, Contact Mobile Number, and a text area for "Need Assistance In". The "Book an Appointment" form includes fields for Location, Full Name, Contact Number, Email Address, and Date/Time selection. Both forms have "Close" and "Send Ticket" or "Book Appointment" buttons.

SUPPORT CONTACT CHANNELS

Do you still have additional questions? You can reach out to our support team via any of these channels.

- Live Chat**
Connect with our live agents instantly for fast and tailored assistance with all your Hajj-related questions and inquiries.
[Start Chat](#)
- Support Email**
Do not hesitate to reach out to us at: Support@hajj.nusuk.sa. Our team is here to assist you promptly.
[Email Us](#)
- Support Centers**
Visit our nearest branches to get in-person support and assistance.
[Book an Appointment](#)
- Social Media**
Connect with us through our official social media channels for assistance and updates.
[Facebook](#) [Twitter](#) [Instagram](#) [YouTube](#)
- Call Center**
For assistance, please reach out to our call center: +966 9200 31201

About Hajj
Nusuk Website
Privacy Policy
FAQs

Contact us
Support@hajj.nusuk.sa
+966 9200 31201
[Facebook](#) [Twitter](#) [Instagram](#) [YouTube](#)

To Stay Updated With the Latest News and Reservation Dates, Subscribe.
 [Subscribe](#)

For refunds related to Hajj 1444, please visit [RefundHajj.Nusuk.sa](#)

2030
Pilgrim Experience Program

© Copyright 2023. All rights reserved Nusuk Hajj 1445

New Ticket

First Name *
Last Name *
Email Address *
Contact Mobile Number *
Need Assistance In

[Close](#) [Send Ticket](#)

Book an Appointment

Location
Please Select...

Full Name
Contact Number

Email Address

Select Date and Time
Date
Time
Please Select...

Please note that booking an appointment is subject to confirmation by our Support Center or representatives.

[Cancel](#) [Book Appointment](#)

1.2. Start Registration:

To register a new account, we must fill the following

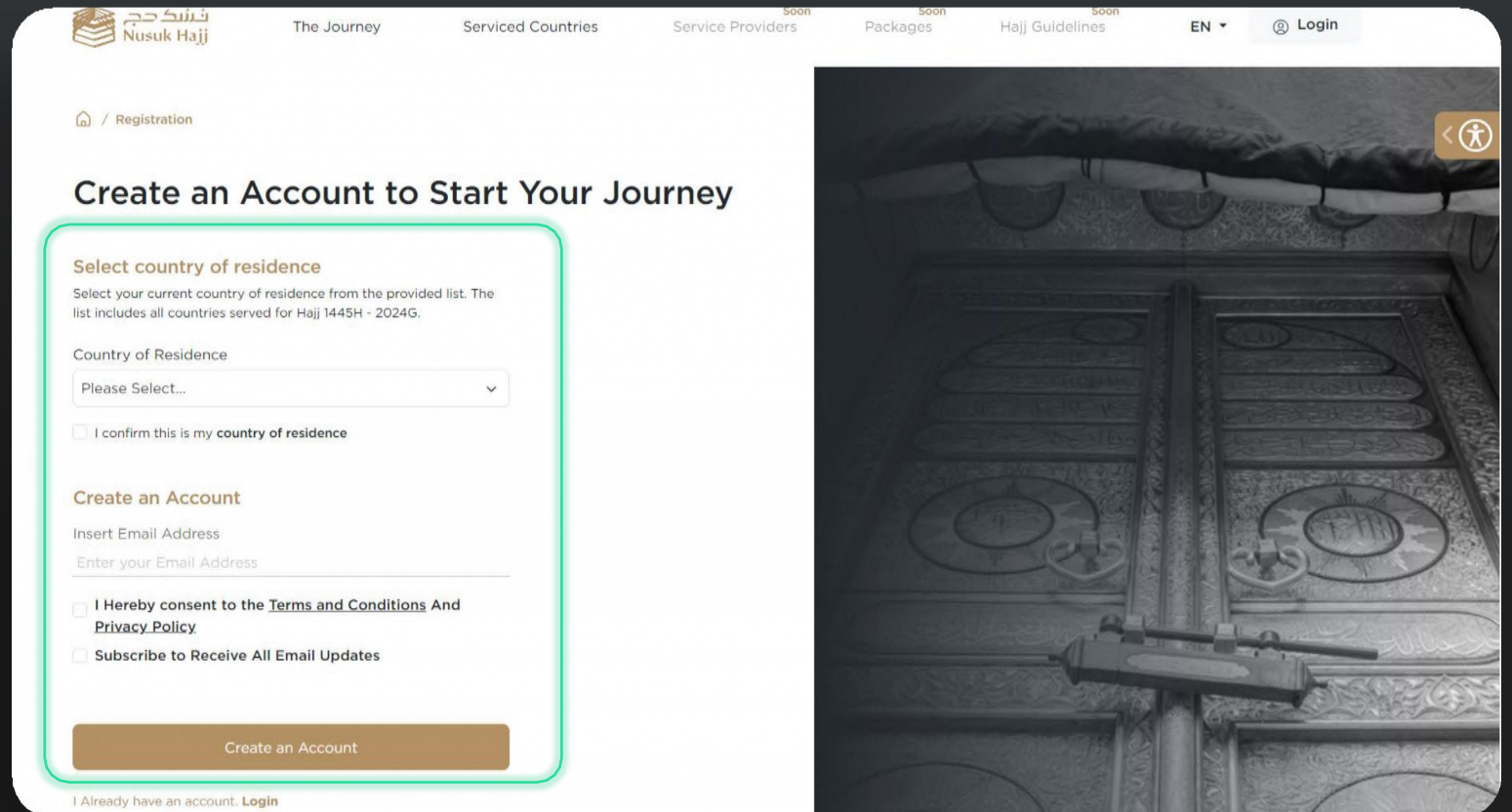
1.2.1. Select the Country of Residence.

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.

1.2.5. Create Account.



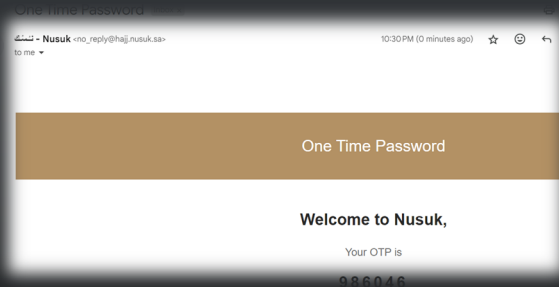
The screenshot shows the registration page of the Nusuk Hajj website. The header includes the Nusuk Hajj logo and navigation links: The Journey, Serviced Countries, Service Providers, Packages, Hajj Guidelines, EN, and Login. The main heading is "Create an Account to Start Your Journey". The registration form is highlighted with a green border and includes the following sections:

- Select country of residence**: A dropdown menu labeled "Country of Residence" with the text "Please Select...". Below it is a checkbox labeled "I confirm this is my country of residence".
- Create an Account**: A section with the text "Insert Email Address" and a text input field labeled "Enter your Email Address".
- Consent and Subscription**: Two checkboxes. The first is labeled "I Hereby consent to the [Terms and Conditions](#) And [Privacy Policy](#)". The second is labeled "Subscribe to Receive All Email Updates".
- Create an Account**: A large orange button at the bottom of the form.

At the bottom of the page, there is a link: "I Already have an account. [Login](#)". The background of the page features a large image of the Kaaba in Mecca.

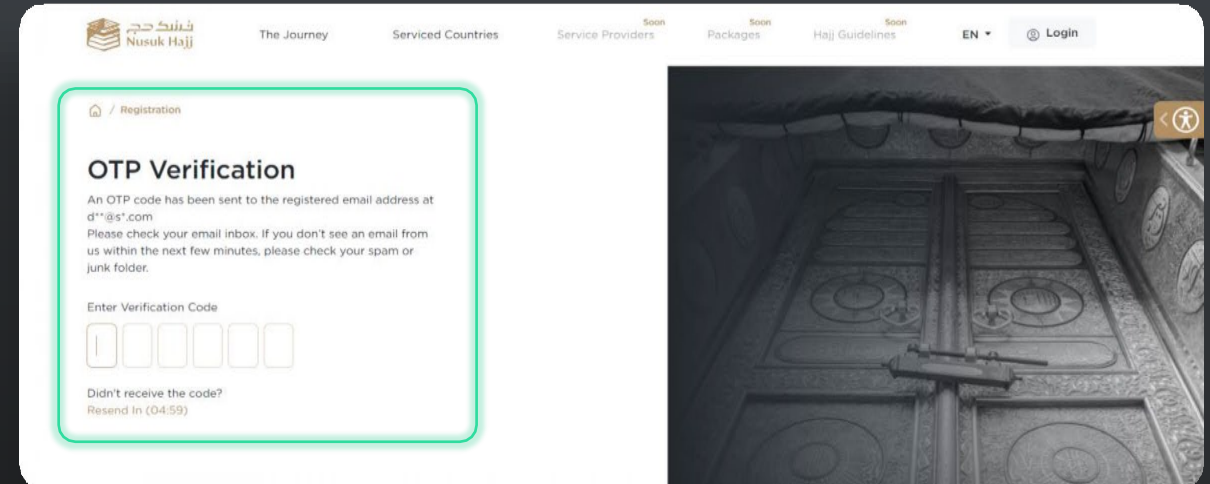
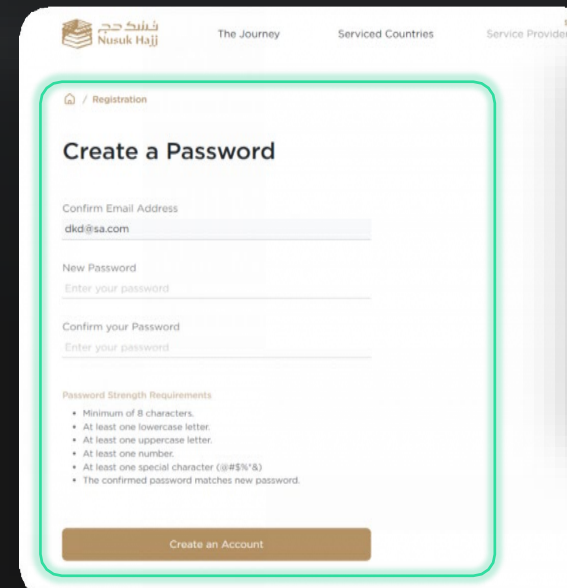
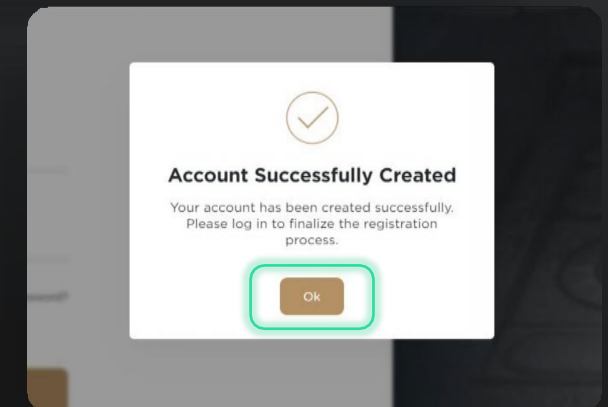
1.2. Start Registration:

6. Here you will be redirected to Verification Page (You need to add the OTP Verification code that you received in you email box).



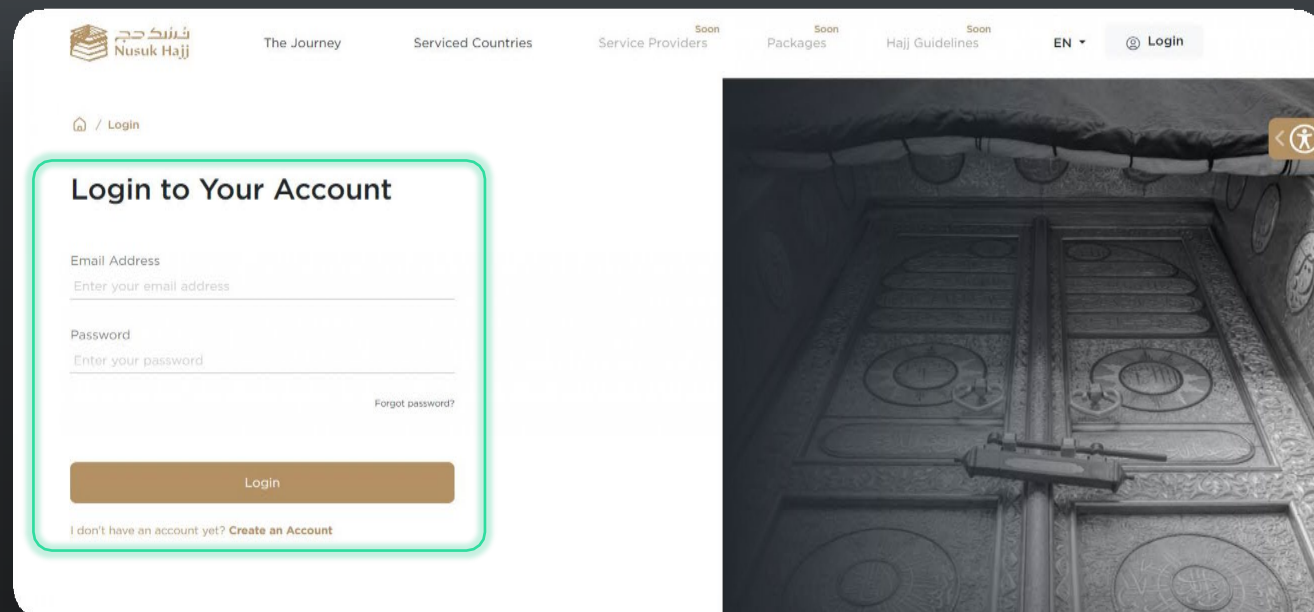
7. After entering the OTP successfully, you will be directed to create password page. Here, you have to fill New Password and Confirm your Password (Please note that you must set the password according to below mentioned policy)

8. Press Create Account Then Ok to be redirected to Login Page.

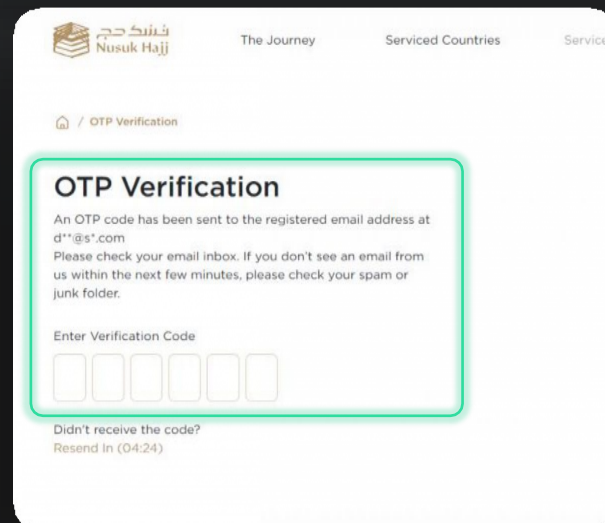
A screenshot of the "OTP Verification" page on the Nusuk Hajj website. The page has a header with navigation links: "The Journey", "Serviced Countries", "Service Providers", "Soon Packages", "Soon Hajj Guidelines", "EN", and "Login". The main content area is titled "Registration" and "OTP Verification". It states: "An OTP code has been sent to the registered email address at d**@s*.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." Below this is a form to "Enter Verification Code" with six input boxes. There is also a link "Didn't receive the code? Resend in (04:59)". The background of the page shows a close-up of a metal door with a handle.A screenshot of the "Create a Password" page on the Nusuk Hajj website. The page has the same header as the previous one. The main content area is titled "Registration" and "Create a Password". It contains three input fields: "Confirm Email Address" (with the value "d@d@sa.com"), "New Password" (with the placeholder "Enter your password"), and "Confirm your Password" (with the placeholder "Enter your password"). Below these fields are "Password Strength Requirements" listed as: "Minimum of 8 characters.", "At least one lowercase letter.", "At least one uppercase letter.", "At least one number.", "At least one special character (!@#\$%^&*)", and "The confirmed password matches new password." At the bottom is a large orange button labeled "Create an Account".A screenshot of a confirmation modal titled "Account Successfully Created". It features a green checkmark icon and the text: "Your account has been created successfully. Please log in to finalize the registration process." At the bottom is a large orange button labeled "Ok".

2. Login:

1. Enter your Email Address you previously registered with.
2. Enter your Password.
3. Press Login then enter your verification code sent by mail.



The screenshot shows the Nusuk Hajj website's login interface. The header includes the Nusuk Hajj logo and navigation links: The Journey, Serviced Countries, Service Providers, Packages, Hajj Guidelines, and a Login button. The main content area is titled 'Login to Your Account' and features two input fields: 'Email Address' with the placeholder 'Enter your email address' and 'Password' with the placeholder 'Enter your password'. A 'Forgot password?' link is located below the password field. A large orange 'Login' button is positioned below the input fields. At the bottom of the login box, there is a link: 'I don't have an account yet? Create an Account'. To the right of the login box is a large, dark, ornate image of a door.



The screenshot shows the Nusuk Hajj website's OTP verification interface. The header is identical to the login page. The main content area is titled 'OTP Verification' and contains a message: 'An OTP code has been sent to the registered email address at d**@s*.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.' Below the message is a label 'Enter Verification Code' followed by six empty input boxes for the code. At the bottom, there is a link: 'Didn't receive the code? Resend in (04:24)'.

3. Continue Registration:

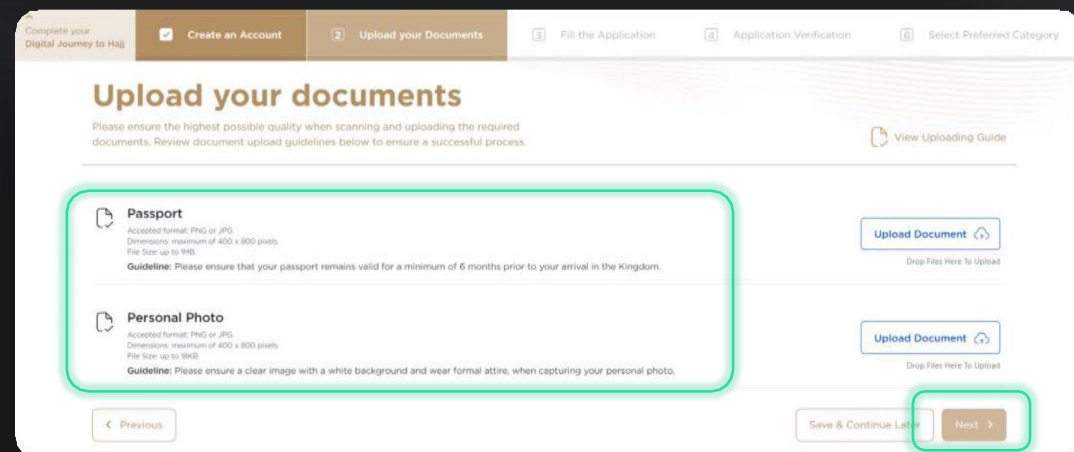
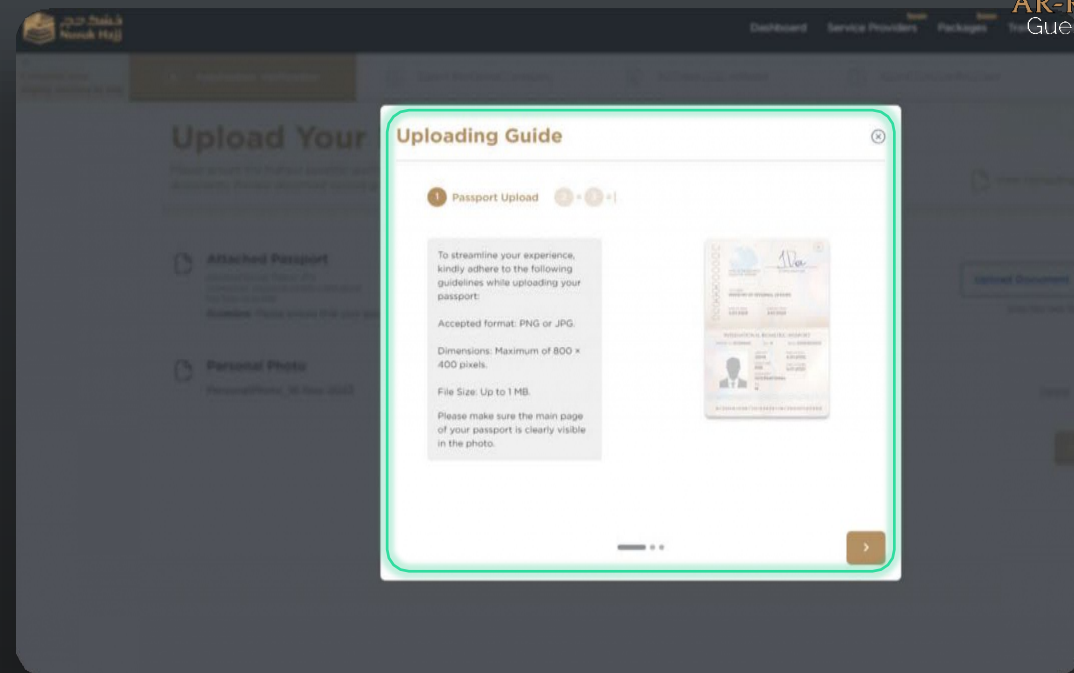
You will be redirected to the uploading guide that will help you with files needed for uploading (Passport, Personal Photo, Proof of Residence Attachment) when Pressing Start Uploading will continue to Documents Upload Page.

3.1. Create Account and Upload your Documents:

3.1.1. Upload Passport, Personal Photo - Then Next.

Note: We can skip this by pressing Save & Continue Later.

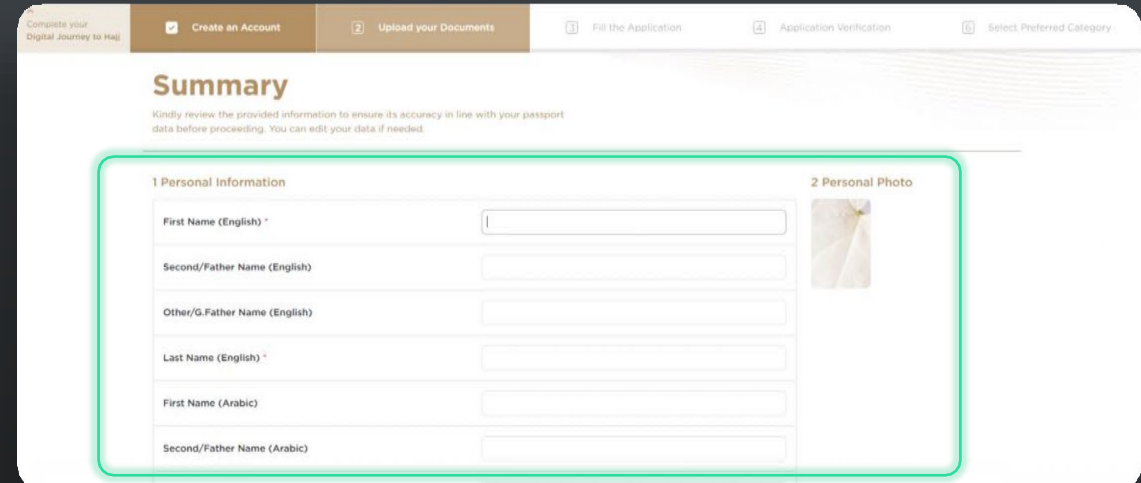
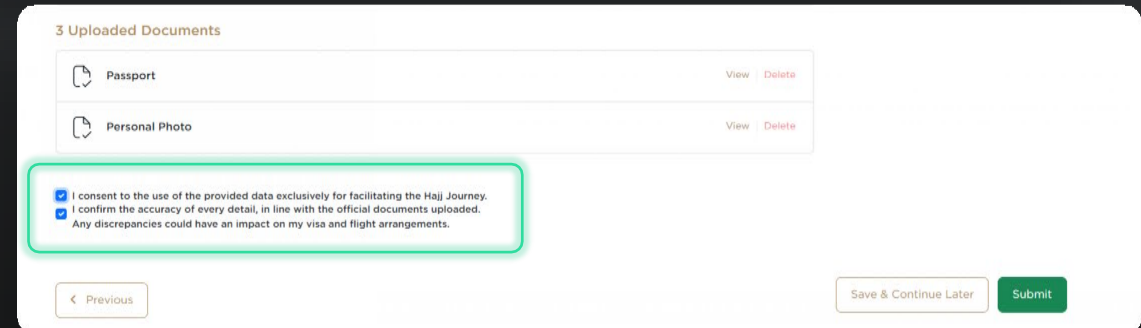
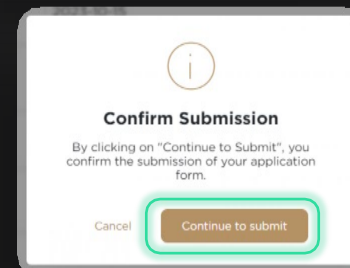
The acceptable files specifications are mentioned under required documents.



3. Continue Registration:

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

3.1.3. 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.

3. Continue Registration:

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

5. Then you will be redirected to the summary page again that appear in step 3.1.2 to review all previous data added and documents, then Next.

✓✓ 3 Proof of Residence Upload

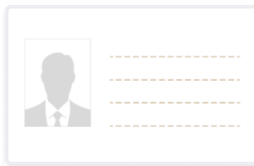
To streamline your experience, kindly adhere to the following guidelines while uploading your proof of residency:

Accepted format: PNG or JPG.

Dimensions: Maximum of 800 x 400 pixels.

File Size: Up to 1 MB.

If you do not have a residence permit, please upload any of the following documents, employment contract, driver's license, lease agreement, property ownership document, work visa, or a contract bank statement



Complete your Digital Journey to Hajj

4 Application Verification

5 Select Preferred Category

6 Activate your eWallet

7 Select Service Provider

8 Select your Package

Upload Your Documents

Please ensure the highest possible quality when scanning and uploading the required documents. Review document upload guidelines below to ensure a successful process.

[View Uploading Guide](#)

Attached Passport

PassportPhoto_22-Nov-2023

Delete View

Personal Photo

PersonalPhoto_2023-11-01

Delete View

Proof of Residence (PoR) - Upload if Applicable

Attached Proof of Residence

Accepted format: PNG or JPG.
Dimensions: maximum of 400 x 800 pixels.
File Size: up to 1MB.

Guideline: If you don't have a permit resident, please upload employment contract, driver's license, lease agreement, property ownership document, work visa, or a contract bank statement

Upload Document

Drop Files Here To Upload

Next >

3.2. Fill the Application:

Here we will have to fulfill:

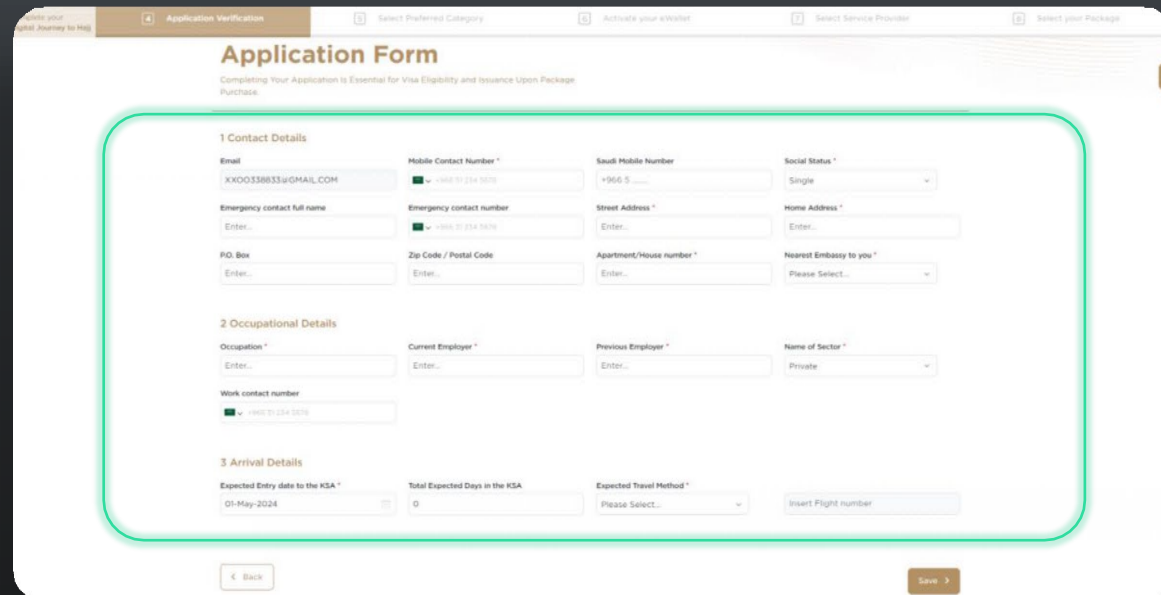
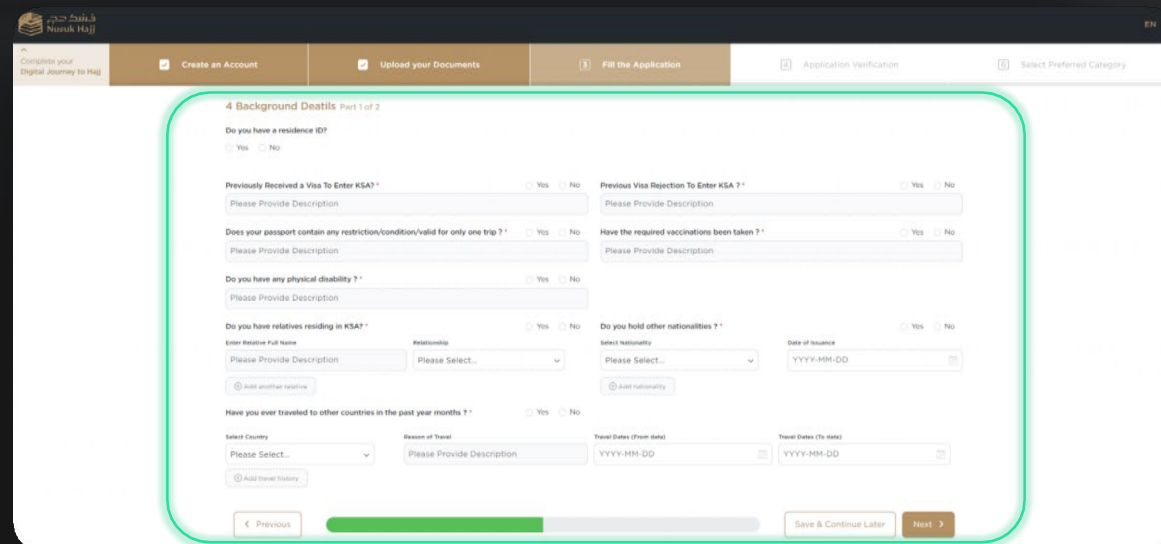
3.2.1. Contact Details that include (Mobile contact no, Mobile no, Social Status, Emergency contact full name...etc.)

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.

3.2.4. Background Details you will have to answer the questions provided in the below image - Then press Next.

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

3.2. Fill the Application: Part 2:

5. After that you will be redirected to :

1. **Accessibility Requirements.**
2. **Health Conditions.**
3. **Allergy.**

Complete your Digital Journey to Hajj

4 Application Verification 5 Select Preferred Category 6 Activate your eWallet 7 Select Service Provider 8 Select your Package

Application Form

Completing your application is essential for visa eligibility and issuance upon package purchase.

1 Accessibility Requirements

 Wheelchair Accessible
  Braille Materials
  Sign Language interpreters
  Other

Please specify, if selected other

2 Health Conditions

 Diabetes
  High Blood Pressure
  Heart Disease
  Asthma
  Other

Please specify, if selected other

3 Allergy

 Food Allergy
  Other

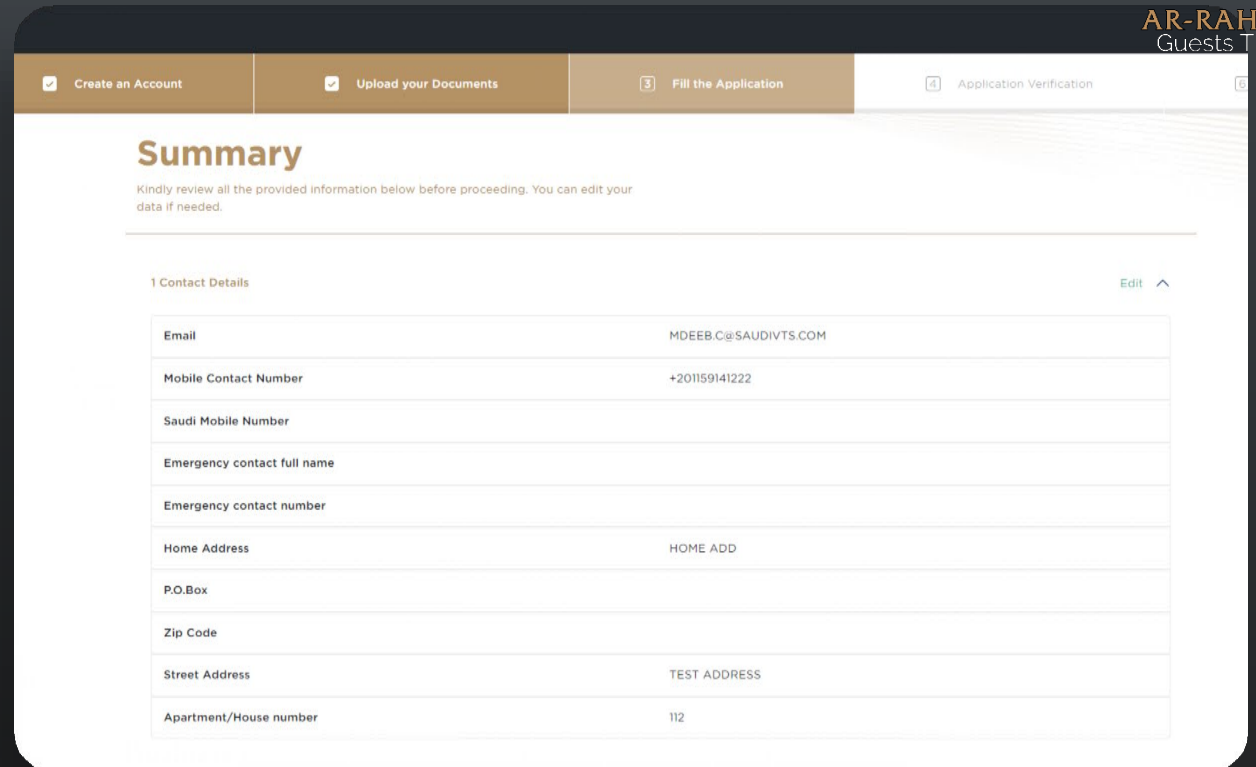
Please specify, if selected other

Service providers will make every effort to meet your chosen personal preferences

3.2. Fill the Application:

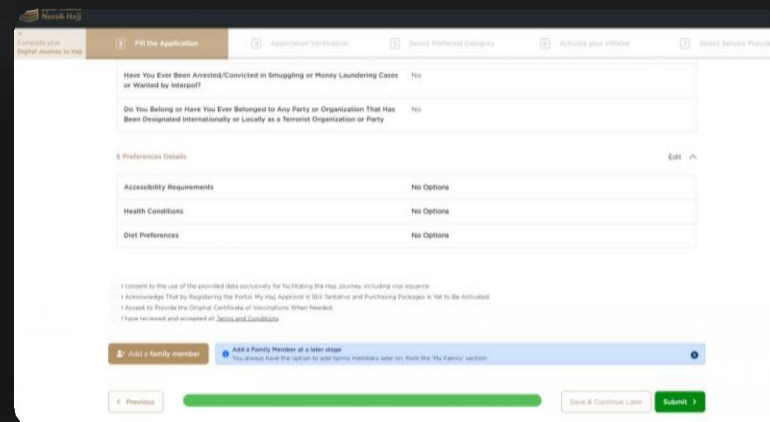
3.2.6. Then you will be redirected to the Summary that you review the previously added details and approve the check boxes then Submit.

Note: You can add a family member also.



The screenshot shows the 'Summary' page of the application process. The top navigation bar includes four steps: 1. Create an Account, 2. Upload your Documents, 3. Fill the Application (active), and 4. Application Verification. The main heading is 'Summary' with a subtext: 'Kindly review all the provided information below before proceeding. You can edit your data if needed.' Below this is a section titled '1 Contact Details' with an 'Edit' link. The form contains the following fields:

Email	MDEEB.C@SAUDIVTS.COM
Mobile Contact Number	+201159141222
Saudi Mobile Number	
Emergency contact full name	
Emergency contact number	
Home Address	HOME ADD
P.O.Box	
Zip Code	
Street Address	TEST ADDRESS
Apartment/House number	112



The screenshot shows the 'Fill the Application' page. The top navigation bar includes five steps: 1. Fill the Application (active), 2. Application Verification, 3. Select Preferred Category, 4. Activate your exhibit, and 5. Select Service Provider. The form contains the following sections:

1. Have You Ever Been Arrested/Convicted in Smuggling or Money Laundering Cases or Wanted by Interpol? No

2. Do You Belong or Have You Ever Belonged to Any Party or Organization That Has Been Designated Internationally or Locally as a Terrorist Organization or Party? No

3. Preference Details (with an 'Edit' link):

Accessibility Requirements	No Options
Health Conditions	No Options
Diet Preferences	No Options

4. I consent to the use of the provided data exclusively for facilitating the Hajj journey including visa issuance.

5. I acknowledge that by registering the Hajj My Hajj Account is 100% Non-refundable and Purchasing Packages is Not to Be Activated.

6. I accept to Provide the Original Certificate of Vaccinations When Needed.

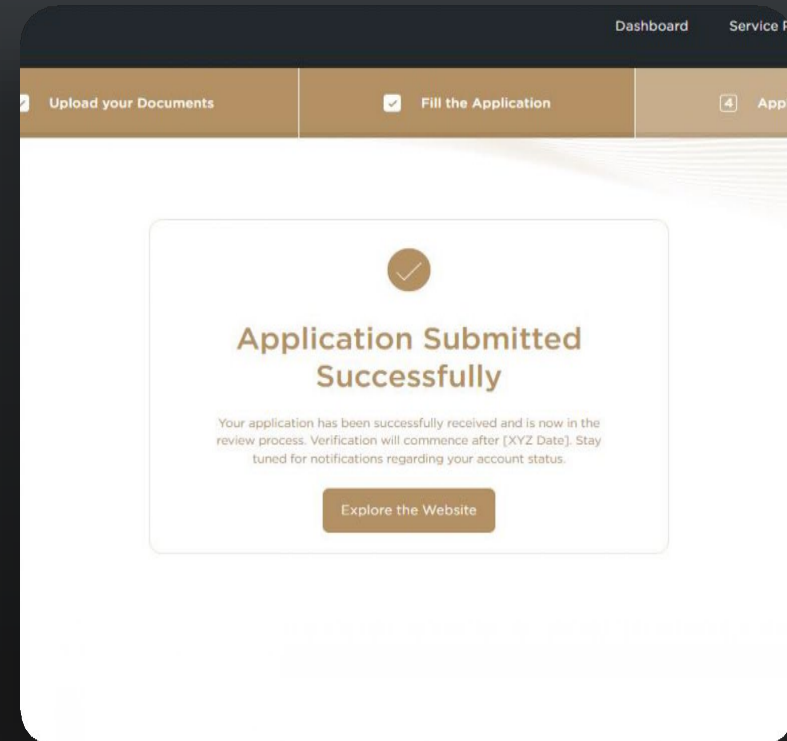
7. I have received and accepted of Terms and Conditions.

8. Add a Family member (with a subtext: 'You cannot have the option to add family members later on, from the My Family section.')

At the bottom, there are buttons for '< Previous', 'Save & Continue Later', and 'Submit >'.

3.2. Fill the Application:

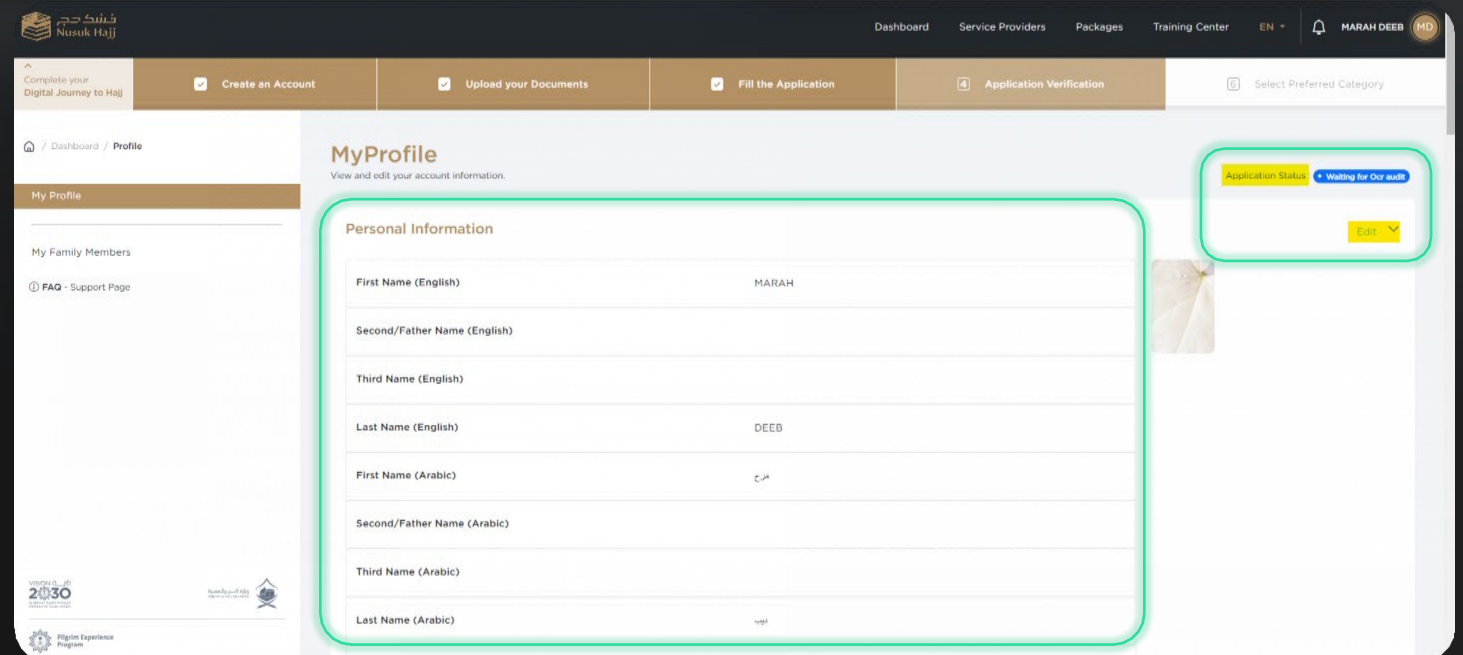
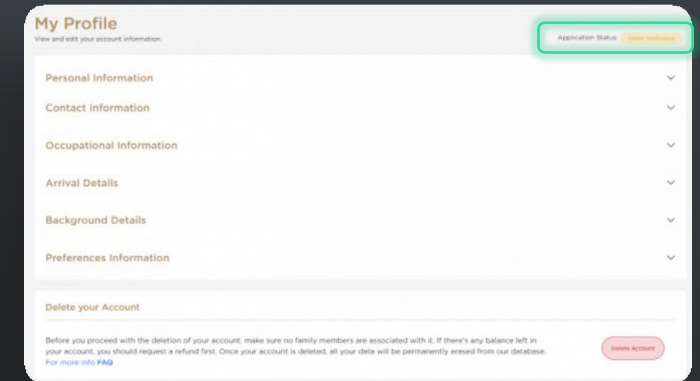
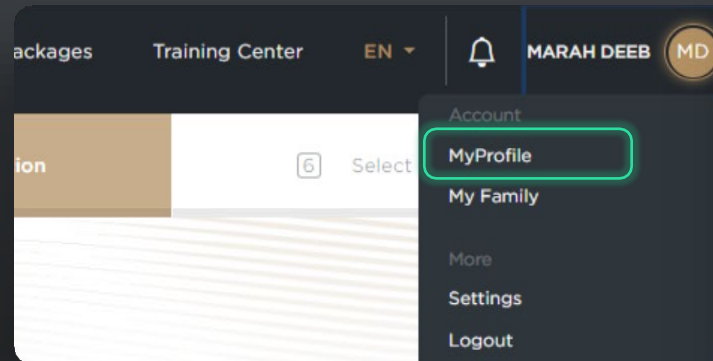
After Submitting the Application,
you can Browse the site.



4. My Profile:

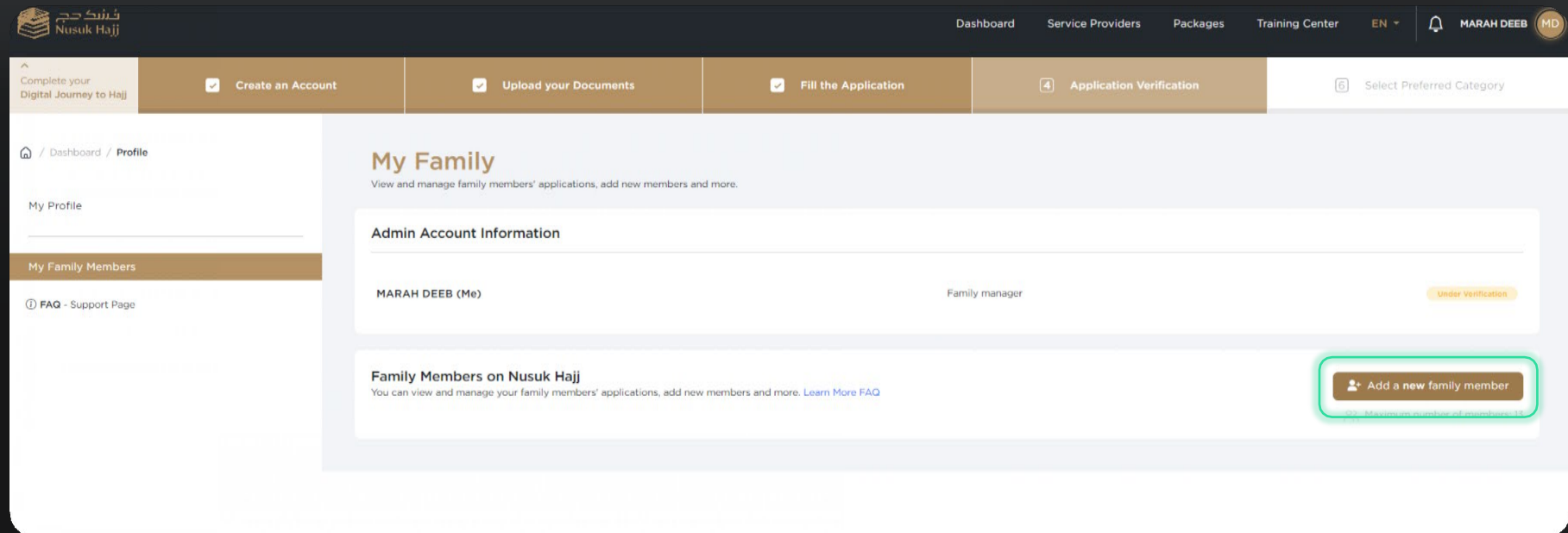
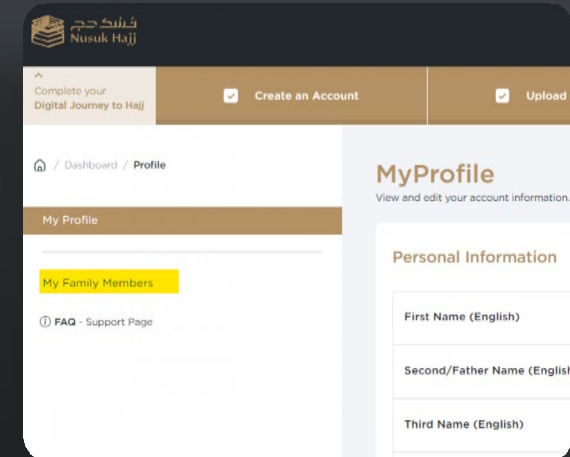
When going to My Profile we can:

1. View the Application Status.
1. **Under Verification Status.**
2. **Verified Status.**
3. **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.



4. My Profile:

4.4. Check Add or Edit My Family Members and Add a new family member.



5. 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.

Note: When the member register by email he/she can only view the profile and the only action can be done from his side is delink which is mentioned in step 5.8.

Add family member

By adding a new family member, you are essentially committing to manage their application, select the appropriate package, and handle payments for the entire family. Please be aware that you have the flexibility to transfer these responsibilities to another family member at a later stage. You can add up to 8 members

Please provide your family member's email address for later activation of their account using an OTP.

Family Member's Email Address

Verify Email

This Member Is My:

Please Select...

Family Member's Country of Residence

Andorra

i FAQ - Family Member

Cancel

Add family member

5. Adding New Family Member

6. Then you will be redirected to same steps of 3.1, 3.2 & 3.3 but this for the added family member.

7. 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.

My Family

Review Family member visa status, add new members and more.

Admin Account Information

Yousif Khalil (Me)

Family Manager

Application Verified

← Manage Members

Enter Name Here 10021901011	Transfer Authority Edit Member Delink Member Remove Member
Enter Name Here 12222011022	Transfer Authority Edit Member Delink Member Remove Member
Enter Name Here 453000202	Transfer Authority Edit Member Delink Member Remove Member

➕ Add a new family member

Maximum number of members: 15

Delete all Family Members

You can delete family members at any given time. All members will loose account access to Nusuk Hajj. If your account wallet is funded, you will need to transfer them or request refund first. [For more info FAQ](#)

Delete all Family Members

5.8 Delink Member:

1. From My Family.
2. Manage Members.
3. Choose member to delink.
4. Choose delink reason.

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.

My Family

Review Family member visa status, add new members and more.

Admin Account Information

Yousif Khalil (Me)
Family Manager
Application Verified

Manage Members

Enter Name Here 10021901011	Transfer Authority	Exit Member	Delink Member	Remove Member
Enter Name Here 12222011022	Transfer Authority	Exit Member	Delink Member	Remove Member
Enter Name Here 453000202	Transfer Authority	Exit Member	Delink Member	Remove Member

[Add a new family member](#)
(Maximum number of members: 10)

Delete all Family Members

You can delete family members at any given time. All members will lose account access to Nusuk Hajj. If your account wallet is funded, you will need to transfer them or request refund first. [For more info FAQ](#)

[Delete all Family Members](#)



Delink SSSS SSSSSS

By Delinking a family member's account, all their records and data will be erased from your database because they will no longer belong to your family group on the Nusuk Hajj platform. They will have to complete their journey independently, but you have the option to re-add this member if you choose so.

No
Yes

5.9. 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.

Note: This step will permanently delete the member from your account and if the member have registered by his/her email before you can't delete the member and the only step you can do is delink his/her account to be a separate account

Delete Family Member Account

By deleting a family member's account, all their records and data will be permanently erased from our database.

Reason to Delete

I changed my mainid 

- ☒ I acknowledge that by deleting the family member's account, I will have to re-enter all their data in the future if I decide otherwise.

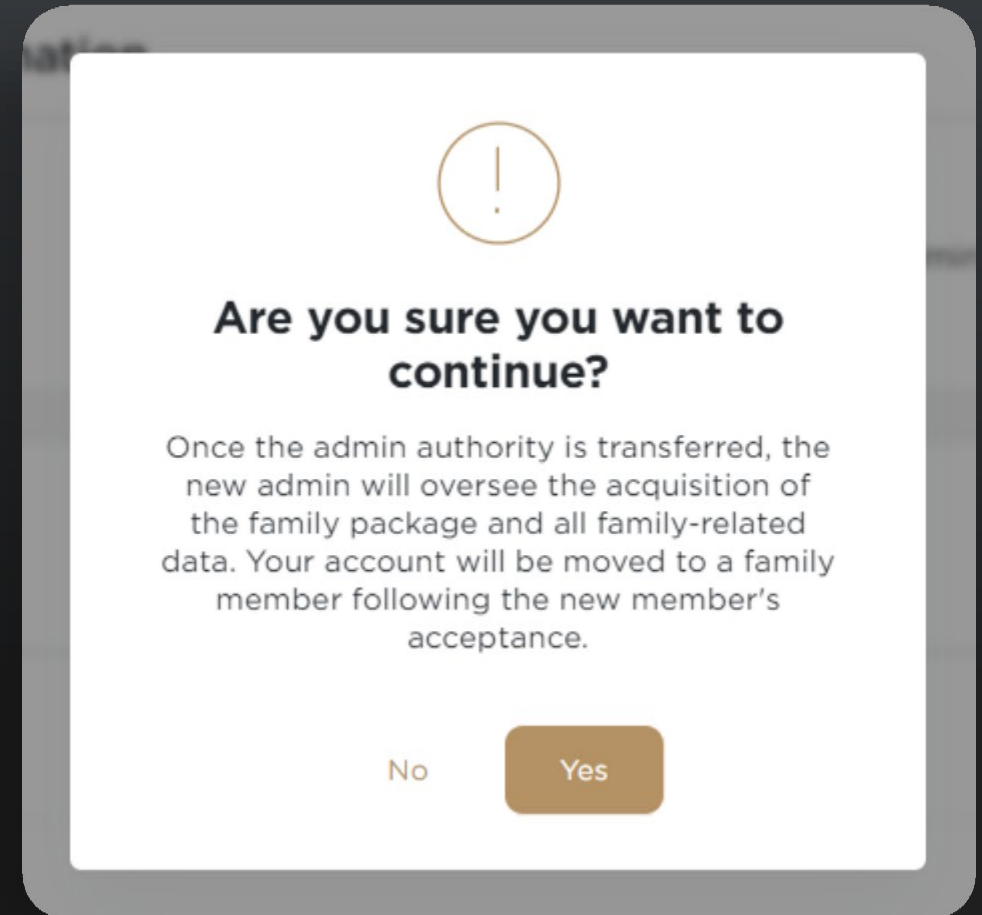
Cancel

Delete

5.10. 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.

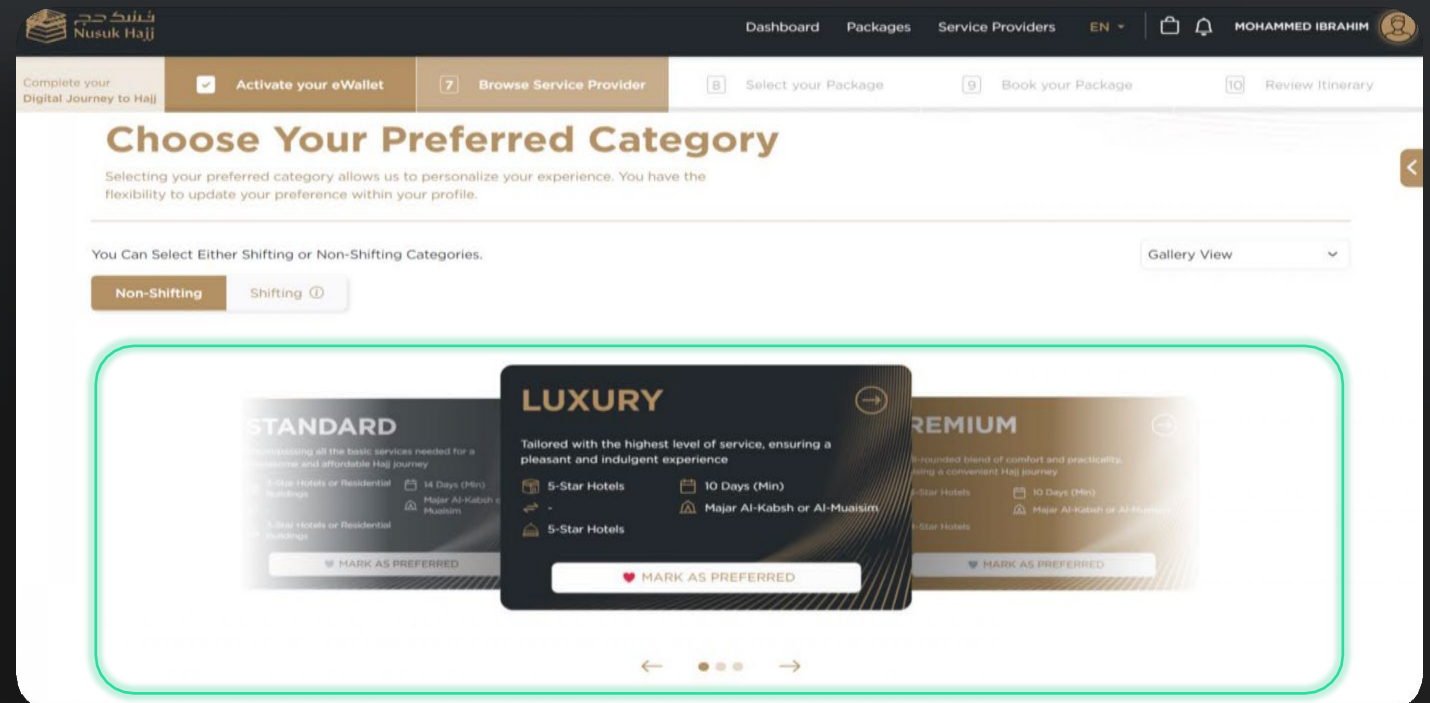
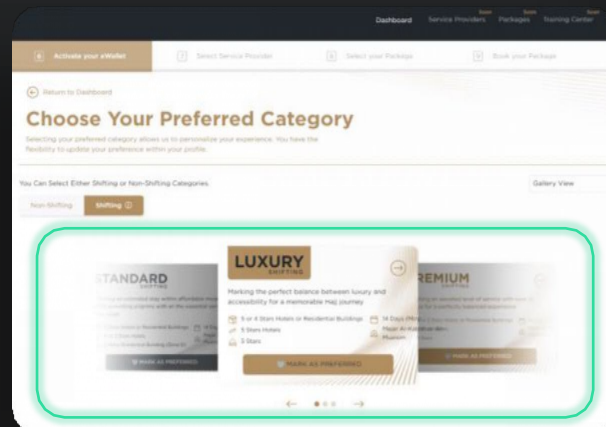
Note: This step will transfer account main authority from current user to selected user.



6. After Receiving application verification, we can view Packages and Select Preferred Category by pressing Mark as Preferred

Note: The available Categories are:

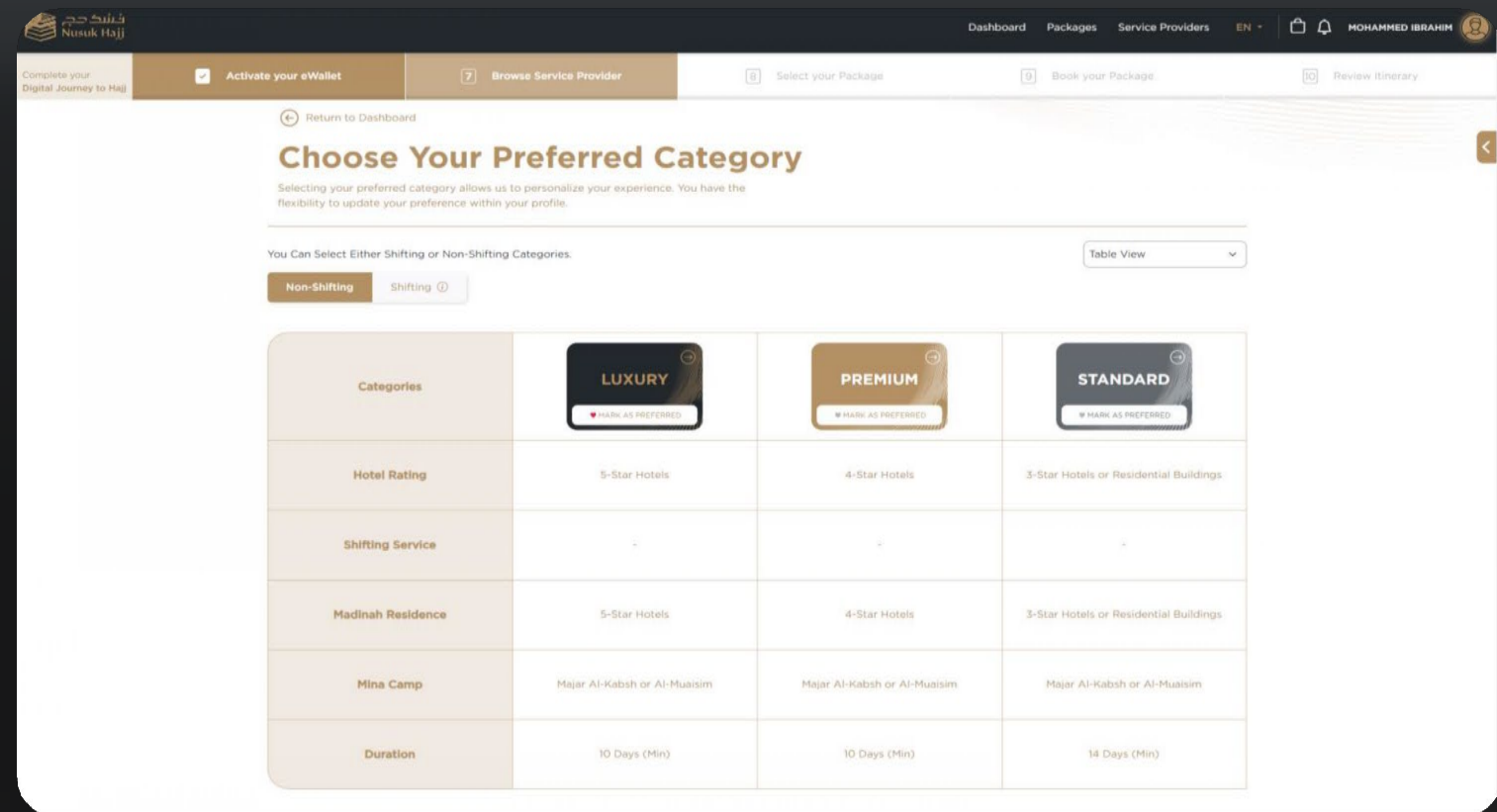
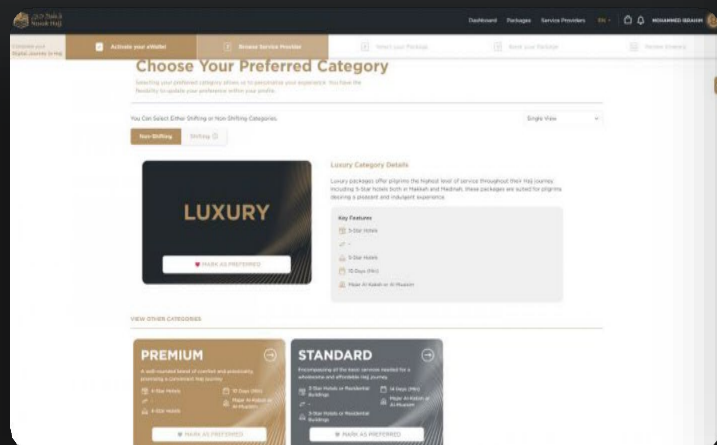
1. Luxury
2. Premium
3. Standard



6. After Receiving application verification, we can view Packages and Select Preferred Category by pressing Mark as Preferred

Note: The available Categories are:

1. Luxury
2. Premium
3. Standard

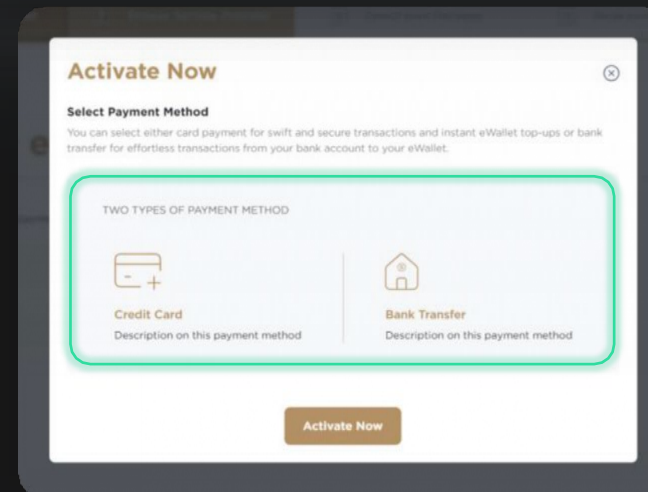
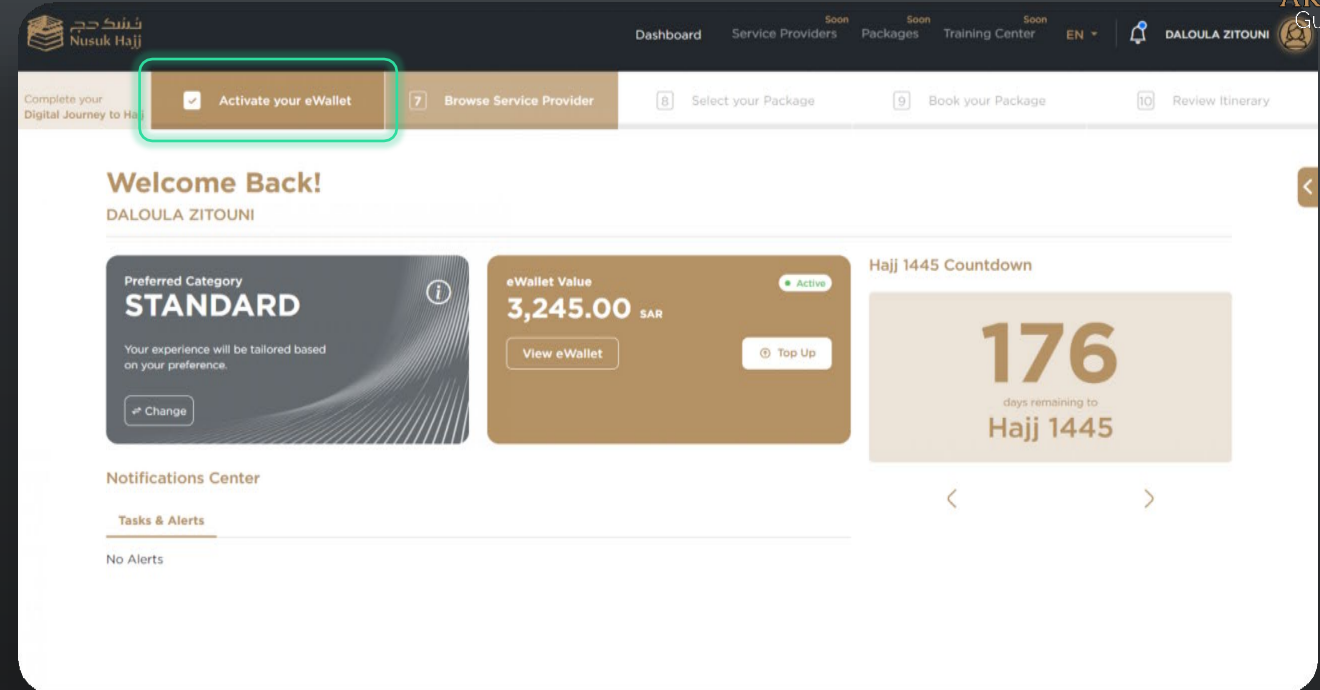


7. E-wallet:

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. Activate eWallet:

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).



7. E-wallet:

7.1.3. After choosing the payment method, you'll be redirected to the Top-up page.

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

7.1.4. 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.

Complete your Digital Journey to Hajj

Activate your eWallet

Browse Service Provider

Select your Package

Book your Package

Review Itinerary

Return to Dashboard

Top-up your eWallet

Select Payment Method
Your eWallet activation requires a deposit payment, that will be deducted from the total amount.

☒ Credit Card

☐ Bank Transfer

Top-up your eWallet
Your eWallet activation requires a deposit payment, that will be deducted from the total amount.

Top-Up Amount (SAR)

Enter the amount

SAR

Disclaimer: When withdrawing the necessary amount, please note that a 1.5% processing fee will be deducted from the total refunded. For more details, visit Refund Policy.

Bank Transfer Method Selected
Your eWallet activation requires a deposit payment, that will be deducted from the total amount.

☒ Bank Transfer

International

Bank Name

Swift Code

IBAN

Beneficiary Bank Address

Beneficiary Name

Country

Disclaimer: When withdrawing the necessary amount, please note that a 1.5% processing fee will be deducted from the total refunded. For more details, visit Refund Policy.

International transfers may require up to 10 business days to appear in your wallet, potentially causing a delay in the activation process.

Your IBAN, exclusive to your profile, should be kept confidential and not shared with anyone.

Complete your Digital Journey to Hajj

Activate your eWallet

Browse Service Provider

Select your Package

Book your Package

Review Itinerary

Return to Dashboard

Top-up your eWallet

Select Payment Method
Your eWallet activation requires a deposit payment, that will be deducted from the total amount.

☒ Credit Card

☐ Bank Transfer

Top-up your eWallet
Your eWallet activation requires a deposit payment, that will be deducted from the total amount.

Top-Up Amount (SAR)

Enter the amount

SAR

Disclaimer: When withdrawing the necessary amount, please note that a 1.5% processing fee will be deducted from the total refunded. For more details, visit Refund Policy.

Complete your Digital Journey to Hajj

Activate your eWallet

Browse Service Provider

Select your Package

Book your Package

Review Itinerary

Return to Dashboard

Top-up your eWallet

Add Bank Account Details

Account type ☒ IBAN ☐ Account Number

Country

American Samoa

IBAN *

Swift Code *

State *

City *

Postal Code *

Street Address line 1 *

Street Address line 2

Street Address line 3

Previous

Next

Disclaimer: When withdrawing the necessary amount, please note that a 1.5% processing fee will be deducted from the total refunded. For more details, visit Refund Policy.

7.2. View Wallet:

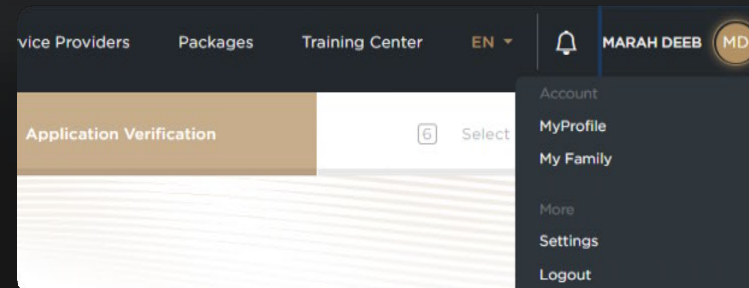
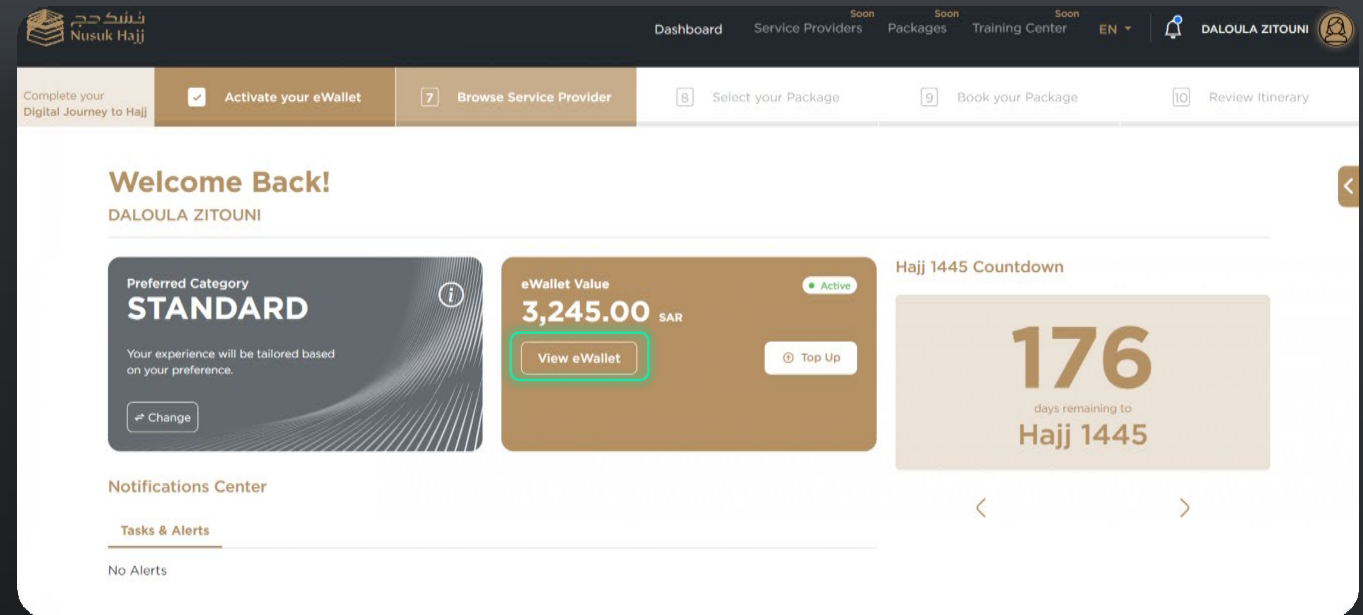
There are two ways to check your eWallet:

7.2.1. From Dashboard Page:

- A. Go to dashboard.
- B. From the box of eWallet Value.
- C. Click View eWallet.

7.2.2. From My Profile:

- A. Go to My Profile.
- B. On the left side, will find My Wallet.



7.2. View Wallet:

C. After going to My Wallet will appear :

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

Nusuk Hajj Dashboard Service Providers Packages Training Center Become a Guide EN Ahmed Taha

Complete your Digital Journey to Hajj ☒ Create an Account ☒ Upload your Documents ☒ Fill the Application ☒ Application Verification ☒ Select Preferred Category

My Wallet
Top-up your wallet or review your balance and transactions history and more. Wallet Active

Current Balance
44,500.00 SAR

[Withdrawal](#) [Top Up](#)

Transactions History [Export](#) [Print](#)

Activity	Date	Type	Transaction ID	Amount	Balance	
1 Bank Transfer Top Up	Apr 12, 2024	Debit	3329910129	30,000 SAR	44,500 SAR	View
2 Withdrawal	Apr 09, 2024	Credit	2129102990	500 SAR	14,500 SAR	View
3 Credit Card Top Up	Apr 06, 2024	Debit	3929910029	15,000 SAR	15,000 SAR	View

Bank Account Details

Account Holder Full Name	Bank Name	SWIFT Code
IBAN Number	Account Number	Currency
Bank Address	Bank Contact Number	

[Change](#)

7.3. 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.

Note: The refund value will be returned to the same way charged the eWallet before.

e.g. 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.

The screenshot displays the 'My Wallet' section of the Nusuk Hajj application. The interface includes a top navigation bar with the Nusuk Hajj logo and various service links. A progress bar at the top indicates the user's status through several steps: Create an Account, Upload your Documents, Fill the Application, Application Verification, and Select Preferred Category. The 'My Wallet' section shows a 'Current Balance' of 44,500.00 SAR. A 'Withdrawal' button is highlighted with a red box. Below this, the 'Transactions History' table lists three transactions: a Bank Transfer Top Up (30,000 SAR), a Withdrawal (500 SAR), and a Credit Card Top Up (15,000 SAR). The 'Bank Account Details' section at the bottom provides fields for Account Holder Full Name, Bank Name, SWIFT Code, IBAN Number, Account Number, Currency, Bank Address, and Bank Contact Number, with a 'Change' button at the bottom right.

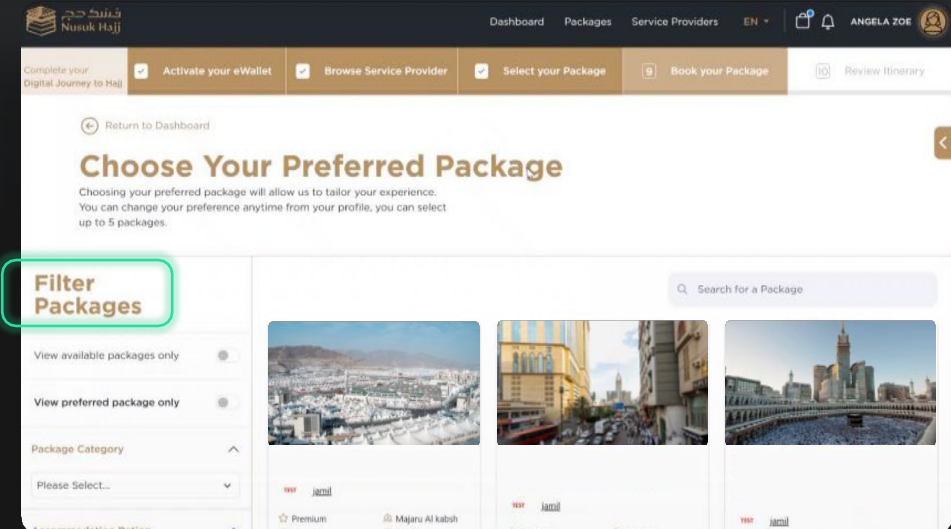
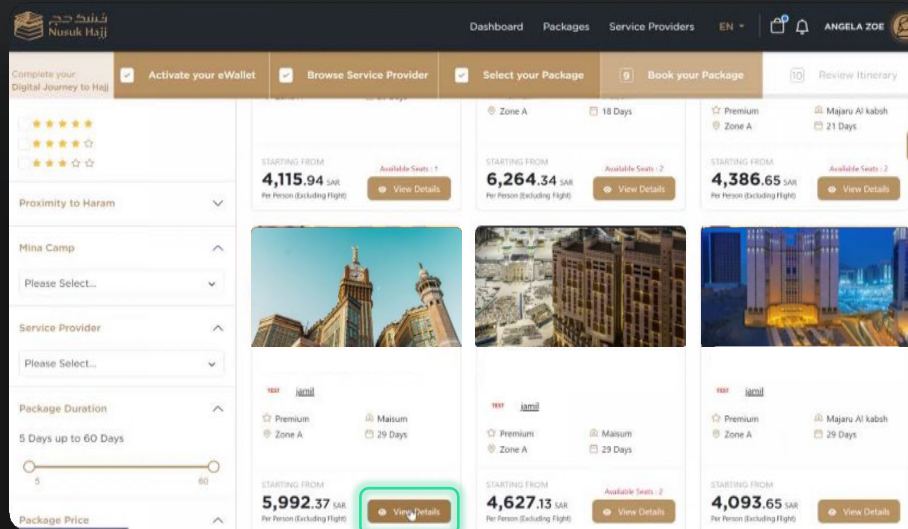
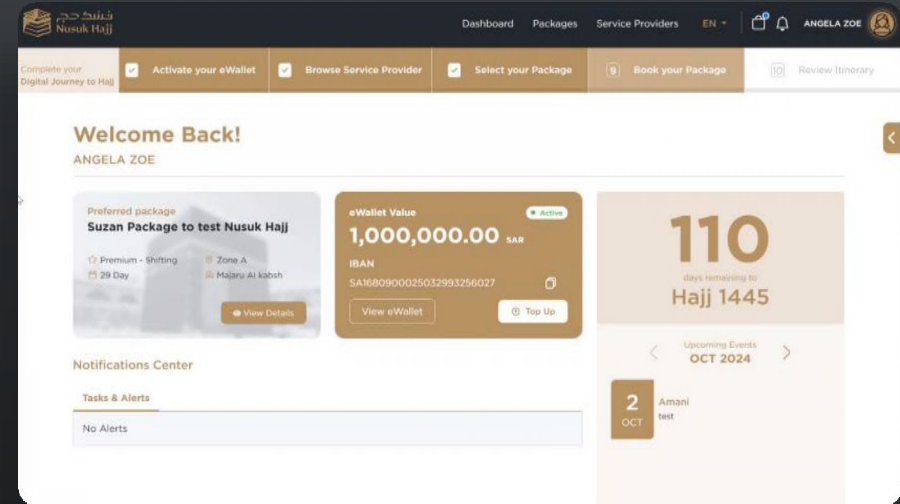
Activity	Date	Type	Transaction ID	Amount	Balance	
1 Bank Transfer Top Up	Apr 12, 2024	Debit	3329910129	30,000 SAR	44,500 SAR	View
2 Withdrawal	Apr 09, 2024	Credit	2129102990	500 SAR	14,500 SAR	View
3 Credit Card Top Up	Apr 06, 2024	Debit	3929910029	15,000 SAR	15,000 SAR	View

Account Holder Full Name	Bank Name	SWIFT Code
IBAN Number	Account Number	Currency
Bank Address	Bank Contact Number	

9. Packages:

1. After selecting your preferred package and charging the e-wallet, you will be redirected to **Book your Package** page to book the package according to your preferred one.
2. Then you will be redirected to choose the package and view its details, also you can filter on packages to view specific packages criteria.
3. When finding required package press **View Details**.

Note: You can buy a package if the main pilgrim and all his family members are verified.



9. Packages:

4. After that you will be redirected to the package details and that includes:

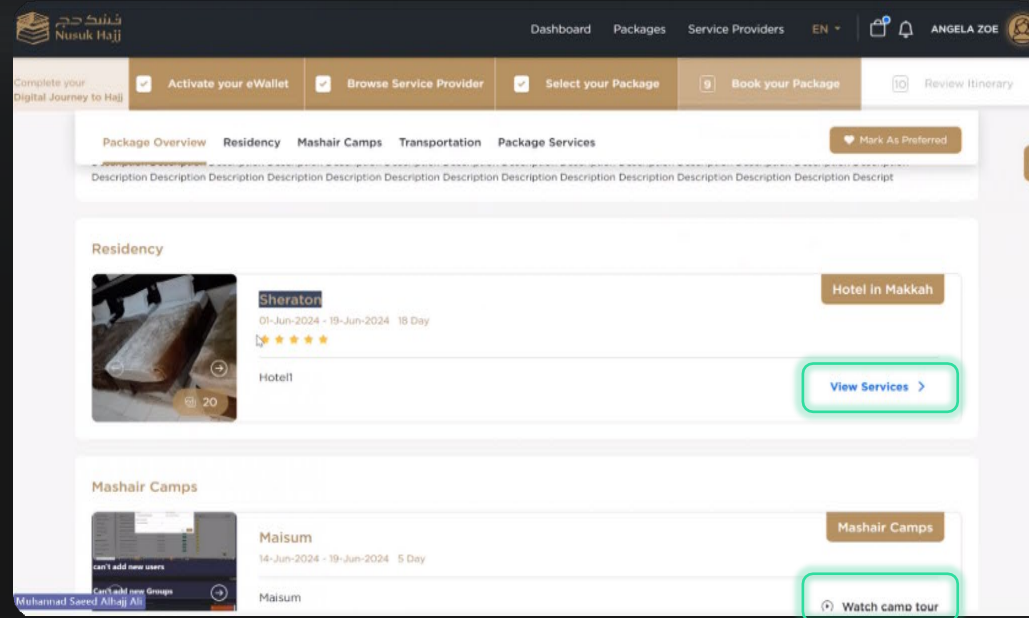
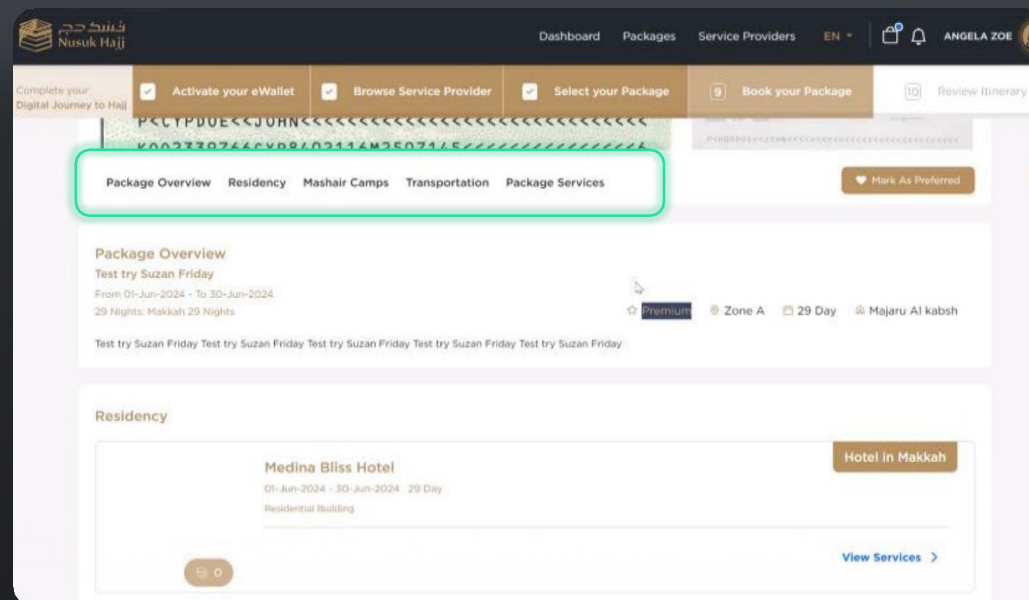
1. Package images.
2. Package Overview.
3. Residency.
4. Mashair Camps.

9.4.3. Transportation.

9.4.4. Packages Services (Included, Non- included, Available at Additional Fee).

Note:

- In the Residency we can view the Hotel services, Watch Camp tour .
- You must read the cancellation policy before proceeding to next step.



9. Packages:

5. To proceed to next step, press Configure after reading the **Policy**.
6. You'll be redirected to setup your Package details (e.g., Hotel Beds, Additional Services, Flight, Payment).
 1. Choose Makkah hotel beds.
 2. Choose Medinah hotel beds.
 3. Choose Additional services if exist & needed.
 4. Choose Flight.
 5. Choose Makkah hotel beds.
7. When finished proceed to payment then you will get confirmation & if not confirmed payment you will get reason.

Note:

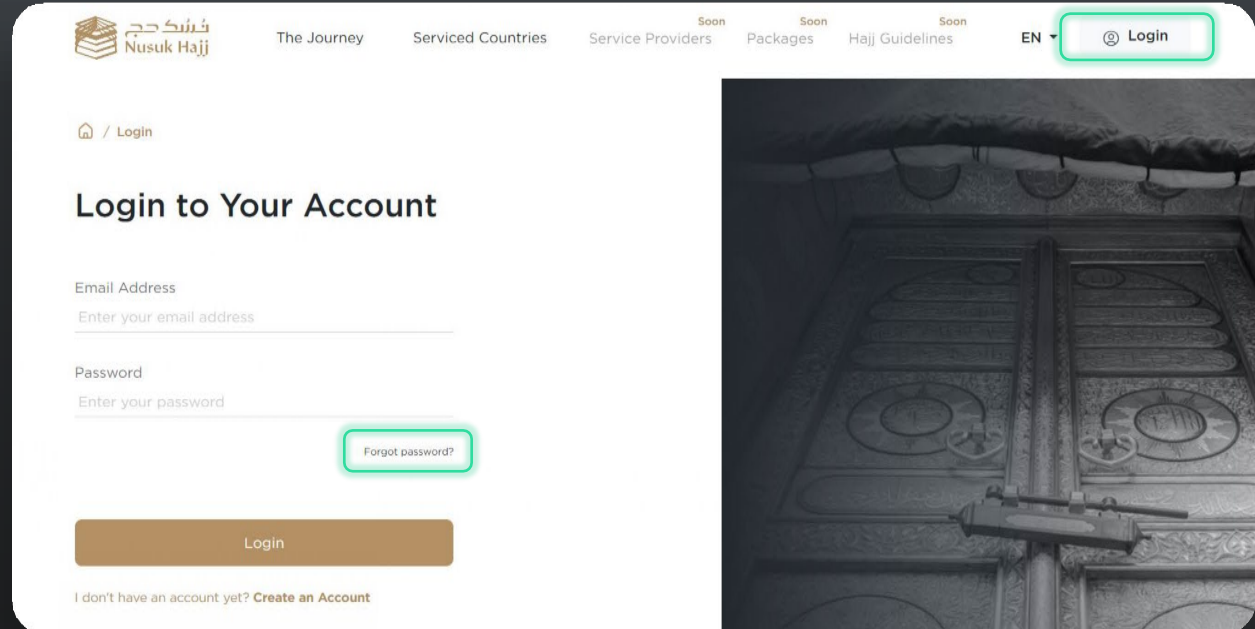
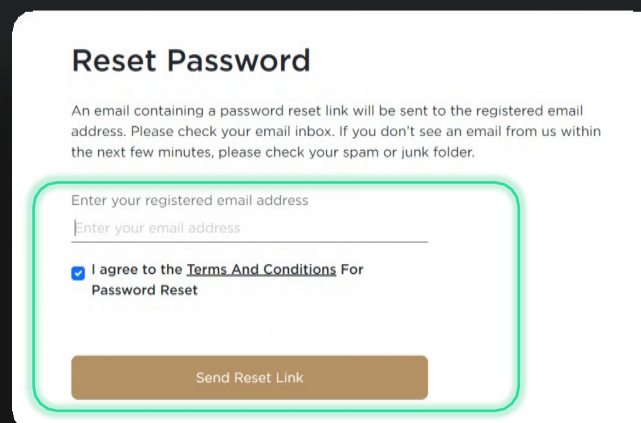
- The Wallet must be charged with amount greater than the package price, if not you can't
- When buying package system will take up-to 5 minutes to check package and get payment.

The screenshot shows the 'إعدادات الغرف' (Room Settings) screen in the Nusuk Hajj app. The interface is in Arabic. At the top, there's a navigation bar with the user's name 'ANGELA ZOE' and a profile icon. Below the navigation bar, there's a section for 'إعدادات الغرف' (Room Settings) with a green box highlighting it. The main content area shows a list of room types and their prices. The total price is displayed at the bottom as 6,264.34 SAR. The interface includes a top navigation bar with the user's name 'ANGELA ZOE' and a bottom navigation bar with icons for home, search, and other functions. The main content area shows a list of room types and their prices, with a total price of 6,264.34 SAR displayed at the bottom.

10. Forget Password:

If you have registered through your email and can't access it you can forget password through the following steps:

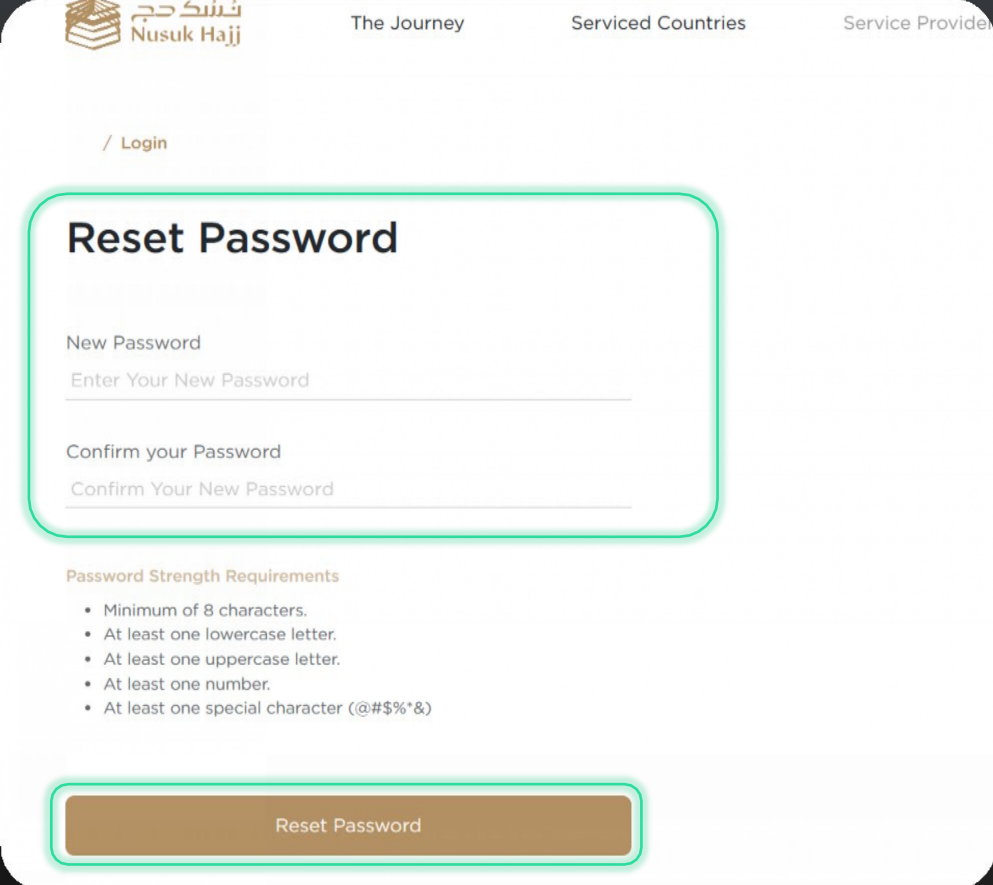
1. From Home page.
2. Go to Login.
3. Press Forget Password
4. Enter the registered email address and agree the terms then press Send Reset Link.
5. A URL for reset password will be sent to your email, Go to the URL in the email.

10. Forget Password:

6. For the redirected page add your new password and Confirm your password, then press Reset Password.

7. Your password will be reset successfully and you will be redirected to login page to login your account using the new password.



The screenshot shows the 'Reset Password' page of the Nusuk Hajj application. The page has a white background with a gold border. At the top, there is a header with the Nusuk Hajj logo and navigation links: 'The Journey', 'Serviced Countries', and 'Service Provider'. Below the header, there is a '/ Login' link. The main content area is titled 'Reset Password' and contains two input fields: 'New Password' and 'Confirm your Password'. Below these fields, there is a section titled 'Password Strength Requirements' with a list of requirements: Minimum of 8 characters, At least one lowercase letter, At least one uppercase letter, At least one number, and At least one special character (@#\$\$*&). At the bottom of the form, there is a large gold button labeled 'Reset Password'.

Nusuk Hajj

The Journey Serviced Countries Service Provider

/ Login

Reset Password

New Password

Enter Your New Password

Confirm your Password

Confirm Your New Password

Password Strength Requirements

- Minimum of 8 characters.
- At least one lowercase letter.
- At least one uppercase letter.
- At least one number.
- At least one special character (@#\$\$*&)

Reset Password

Communication Channels



Website Live Chat
hajj.nusuk.sa



Support Email
Support@hajj.nusuk.sa



Ar-Rahman Guests Support
(support@arrahmangueststravel.com)

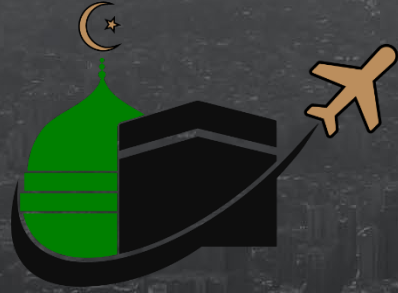


Call Center
+966 9200 31201



Social Media
Hajj_Nusuk





AR-RAHMAN

Guests Travels

Thank you



نُسُك حَجّ
Nusuk Hajj