



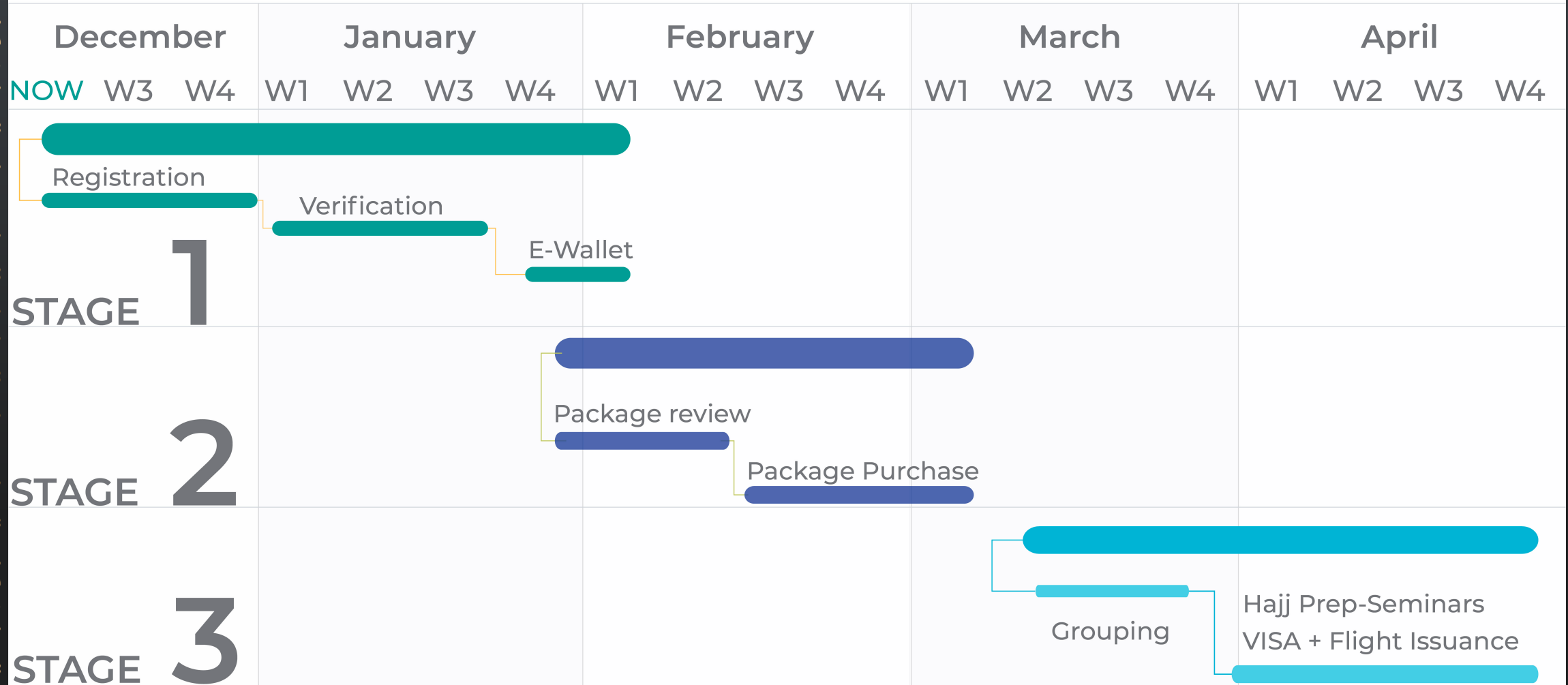
نُسُك حَجَّ
Nusuk Hajj



HISARTOUR

Nusuk Hajj User Manual

HAJJ 2025 STAGES



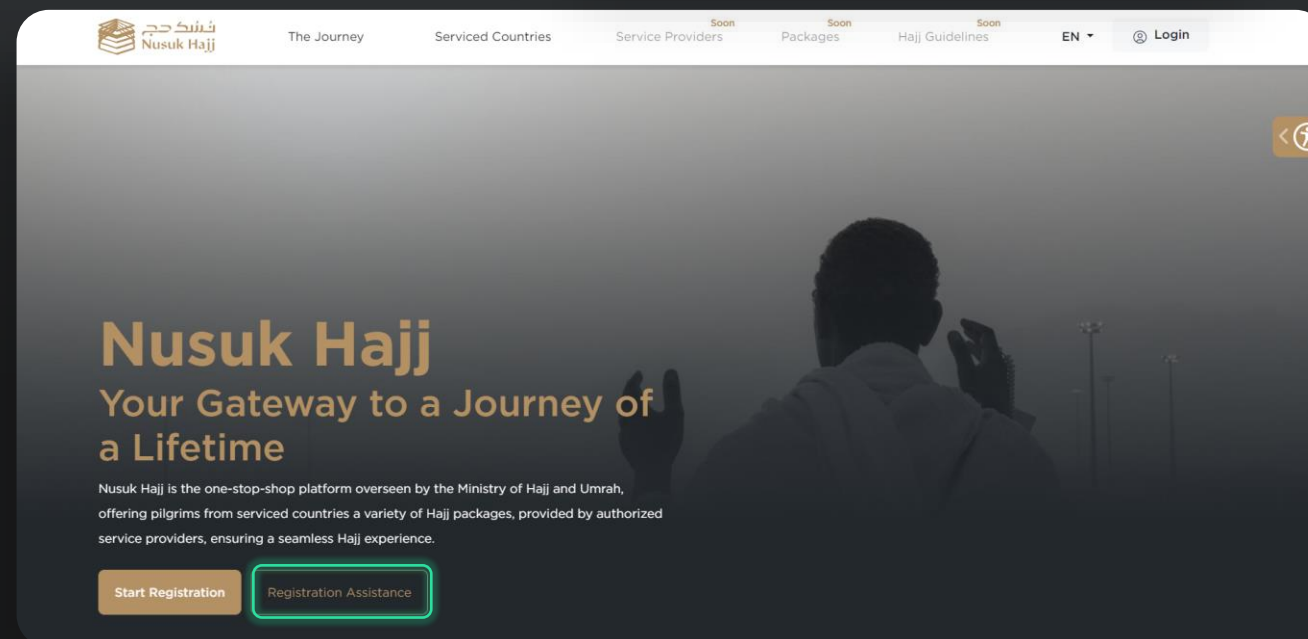
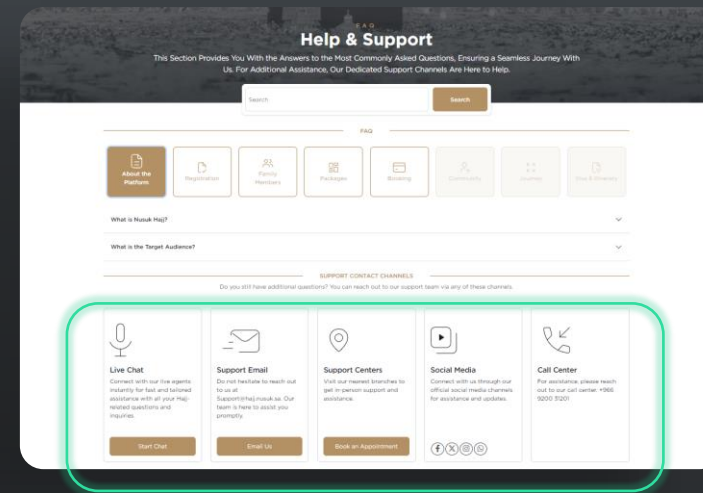
1. Registration:

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

1.1. Registration Assistance:

1.1.1. 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:



1.2. Start Registration:

To register a new account, we must fill the following

1.2.1. Select the Country of Residence.

1.2.2. Check confirm the Country of Residence.

1.2.3. Insert Email Address.

1.2.4. 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.

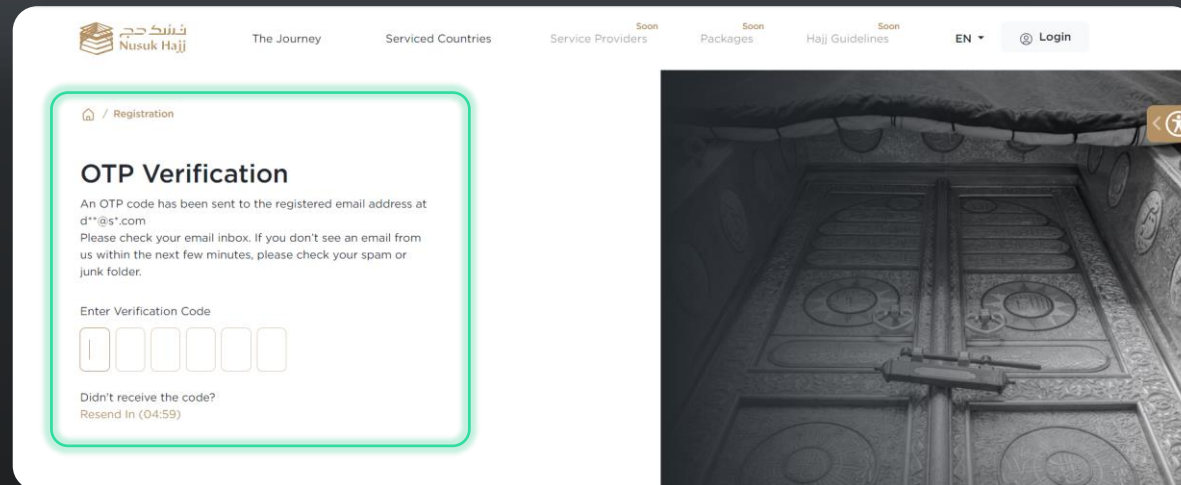
The screenshot shows the registration page of the Nusuk Hajj website. The header includes the Nusuk Hajj logo and navigation links: 'The Journey', 'Serviced Countries', 'Service Providers', 'Packages', 'Hajj Guidelines', 'EN', and 'Login'. The main heading is 'Create an Account to Start Your Journey'. Below this, there is a section titled 'Select country of residence' with a dropdown menu labeled 'Please Select...'. A checkbox below it reads 'I confirm this is my country of residence'. The next section is 'Create an Account', which includes a text input field for 'Insert Email Address' and two checkboxes: 'I Hereby consent to the Terms and Conditions And Privacy Policy' and 'Subscribe to Receive All Email Updates'. A large orange button labeled 'Create an Account' is at the bottom of the form. At the very bottom, there is a link: 'I Already have an account. Login'.

1.2. Start Registration:

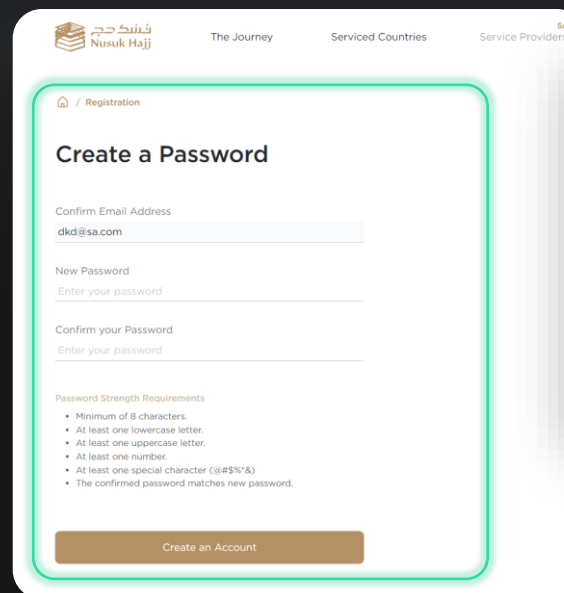
1.2.6. Here you will be redirected to Verification Page (You need to add the OTP Verification code that you received in you email box).

1.2.7. 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).

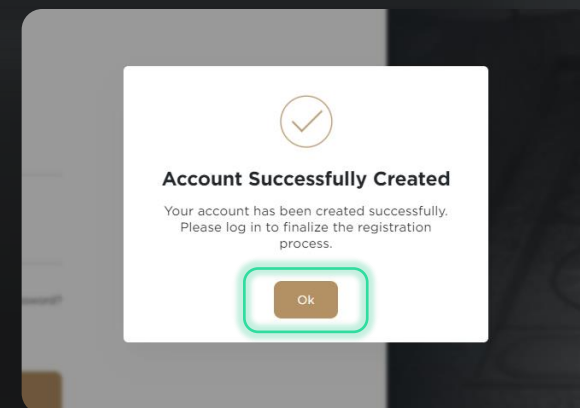
1.2.8. Press Create Account Then Ok to be redirected to Login Page.



The screenshot shows the 'OTP Verification' page. At the top, there is a navigation bar with the Nusuk Hajj logo and links for 'The Journey', 'Serviced Countries', 'Service Providers', 'Packages', 'Hajj Guidelines', and a 'Login' button. The main content area has a title 'OTP Verification' and 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 this is a field to 'Enter Verification Code' with five input boxes. A link 'Didn't receive the code? Resend in (04:59)' is also present. The right side of the page features a large image of the Kaaba doors.



The screenshot shows the 'Create a Password' page. It includes a 'Confirm Email Address' field with the value 'dkd@sa.com'. Below are two password fields: 'New Password' and 'Confirm your Password', both with placeholder text 'Enter your password'. A 'Password Strength Requirements' section lists: '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 'Create an Account' button.



The screenshot shows a confirmation dialog with a checkmark icon. The text reads: 'Account Successfully Created' and 'Your account has been created successfully. Please log in to finalize the registration process.' At the bottom is an 'Ok' button.

2. Login:

2.1. Enter your Email Address you previously registered with.

2.2. Enter your Password.

2.3. Press Login the enter your verification code sent by mail.

نُسُك حَجَّجْ
Nusuk Hajj

The Journey Serviced Countries Service Providers Packages Hajj Guidelines EN Login

Home / Login

Login to Your Account

Email Address
Enter your email address

Password
Enter your password

[Forgot password?](#)

Login

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

نُسُك حَجَّجْ
Nusuk Hajj

The Journey Serviced Countries Service Providers

Home / OTP Verification

OTP Verification

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.

Enter Verification Code

Did't receive the code?
Resend In (04:24)

3. Continue Registration:

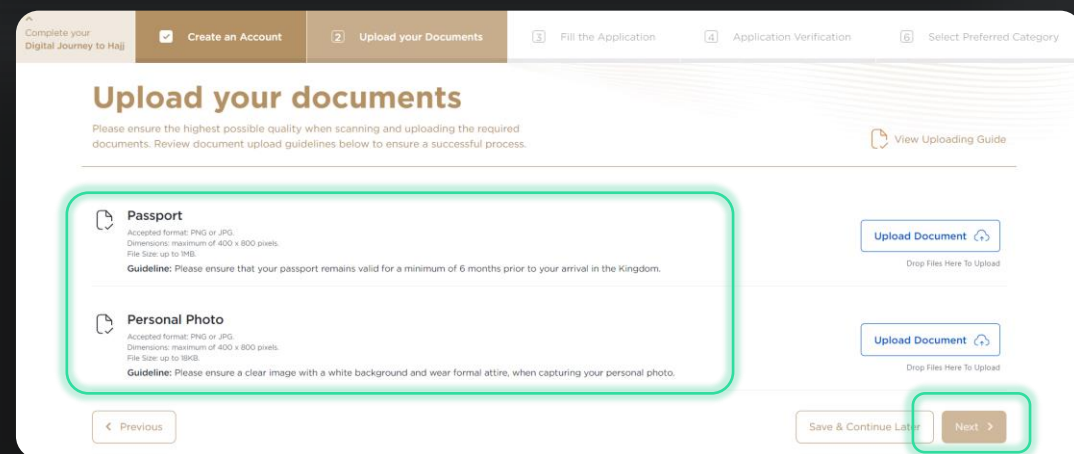
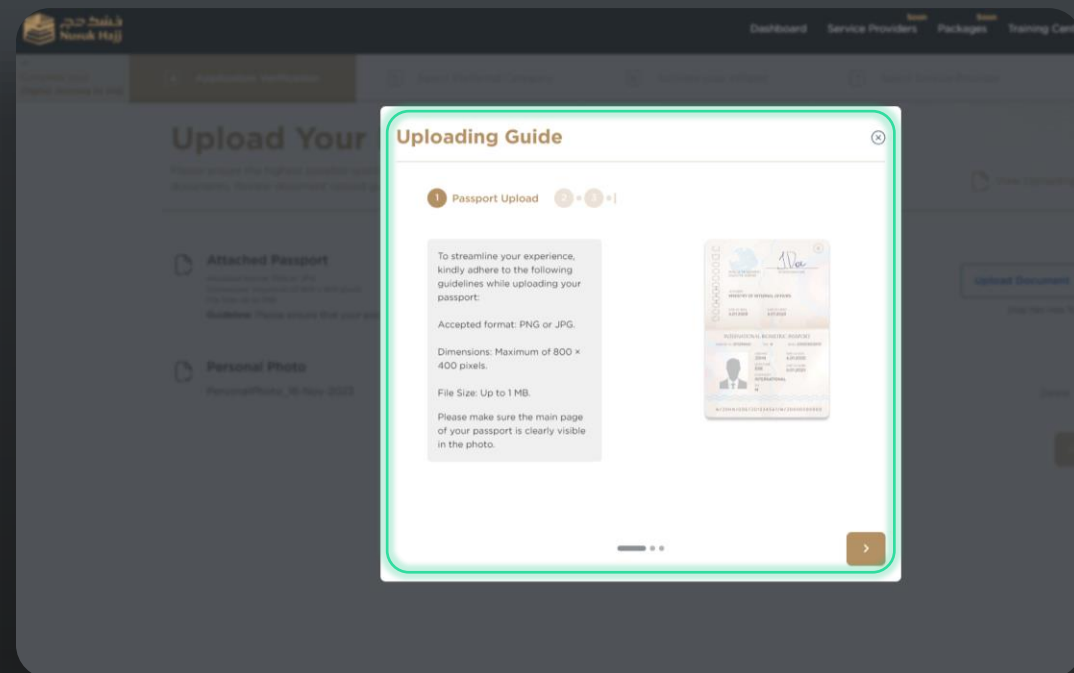
You will be redirected to the uploading guide that will help you with files needed for uploading (Passport, Personal Photo, Proof of Residence Attachment) when Pressing Start Uploading will continue to Documents Upload Page.

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.

Complete your Digital Journey to Hajj

1 Create an Account

2 Upload your Documents

3 Fill the Application

4 Application Verification

5 Select Preferred Category

Summary

Kindly review the provided information to ensure its accuracy in line with your passport data before proceeding. You can edit your data if needed.

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)

2 Personal Photo

3 Uploaded Documents

	Passport	View Delete
	Personal Photo	View Delete

☒ I consent to the use of the provided data exclusively for facilitating the Hajj Journey.

☒ 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](#)

Confirm Submission

By clicking on "Continue to Submit", you confirm the submission of your application form.

[Cancel](#)

[Continue to submit](#)

3. Continue Registration:

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

3.1.5. 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.

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

 **Attached Proof of Residence**

Proof of Residence (PoR) - Upload if Applicable

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.)

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

3.2.3. 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.

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

1 Contact Details

Email:

Mobile Contact Number:

Saudi Mobile Number:

Social Status:

Emergency contact full name:

Emergency contact number:

Street Address:

Home Address:

P.O. Box:

Zip Code / Postal Code:

Apartment/House number:

Nearest Embassy to you:

2 Occupational Details

Occupation:

Current Employer:

Previous Employer:

Name of Sector:

Work contact number:

3 Arrival Details

Expected Entry date to the KSA:

Total Expected Days in the KSA:

Expected Travel Method:

Insert Flight number:

[Back](#) [Save](#)

4 Background Details Part 1 of 2

Do you have a residence ID? ☐ Yes ☐ No

Previously Received a Visa 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 any physical disability? ☐ Yes ☐ No
Please Provide Description:

Do you have relatives residing in KSA? ☐ Yes ☐ No

Enter Relative Full Name:

Relationship:

Do you hold other nationalities? ☐ Yes ☐ No

Select Nationality:

Date of Issuance:

Have you ever traveled to other countries in the past year months? ☐ Yes ☐ No

Select Country:

Reason of Travel:

Travel Dates (From date):

Travel Dates (To date):

[Previous](#) [Save & Continue Later](#) [Next](#)

3.2. Fill the Application: Part 2:

3.2.5. After that you will be redirected to :

3.2.5.1. Accessibility Requirements.

3.2.5.2. Health Conditions.

3.2.5.3. 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

Text area

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 an application process. At the top, there is a progress bar with four steps: 'Create an Account' (checked), 'Upload your Documents' (checked), 'Fill the Application' (active), and 'Application Verification' (next). The main heading is 'Summary', followed by 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. At the top, there is a progress bar with five steps: 'Fill the Application' (active), 'Application Verification', 'Select Preferred Category', 'Activate your exhibit', and 'Select Service Provider'. The main heading is 'Fill the Application'. Below this are two 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

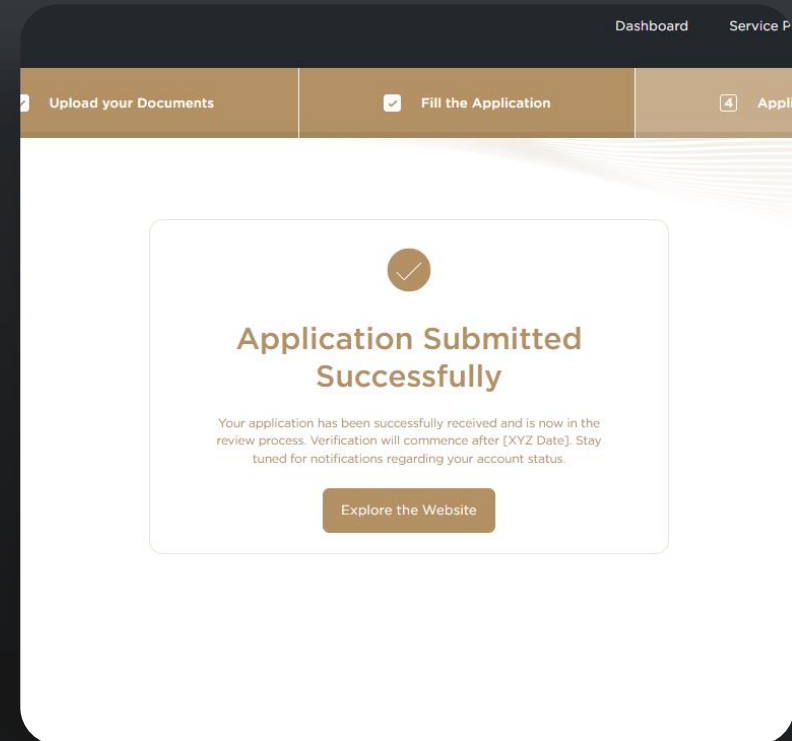
Below these are four checkboxes:

- ☐ I consent to the use of the provided data exclusively for facilitating the Hajj journey, including visa issuance.
- ☐ I acknowledge that by registering the Portul (My Hajj) Approval is still Tentative and Purchasing Packages is Yet to Be Activated.
- ☐ I accept to provide the Original Certificate of vaccinations When Needed.
- ☐ I have reviewed and accepted of Terms and Conditions

At the bottom, there is a button 'Add a family member' and a note: 'You always have the option to add family members later on, from the 'My Family' section.' Below this is a progress bar with a green bar and buttons: '< 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:

4.1. View the Application Status.

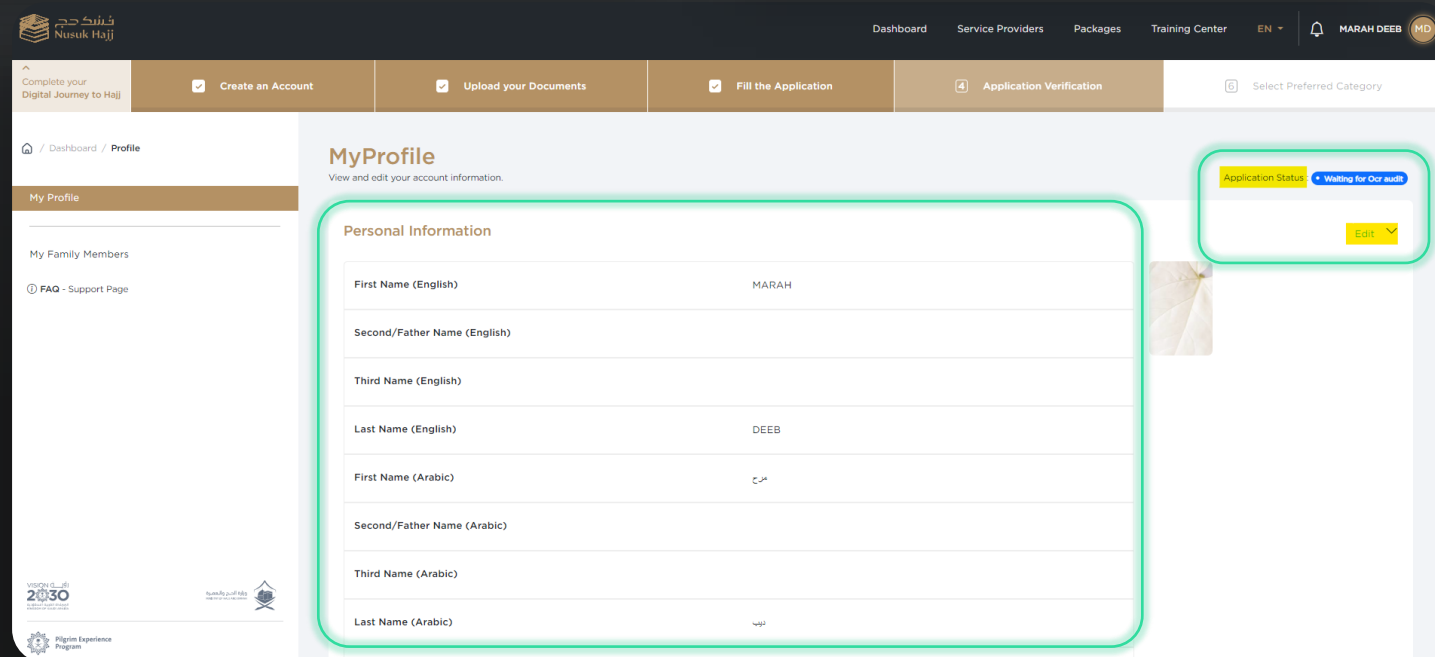
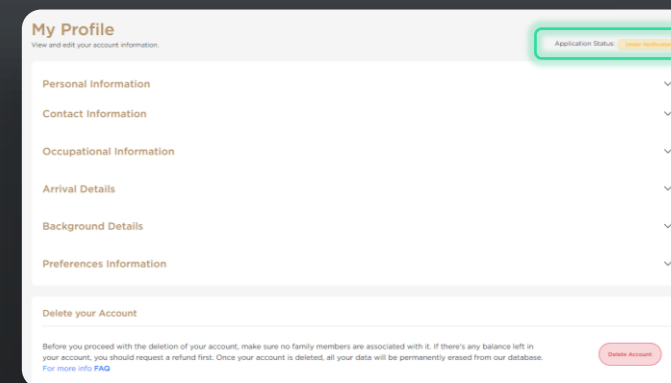
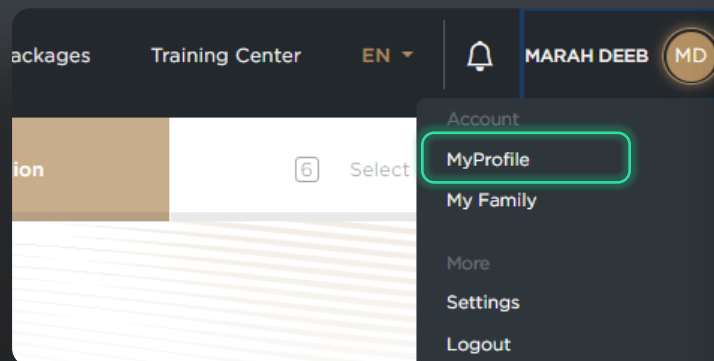
4.1.1. Under Verification Status.

4.1.2. Verified Status.

4.1.3. 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.

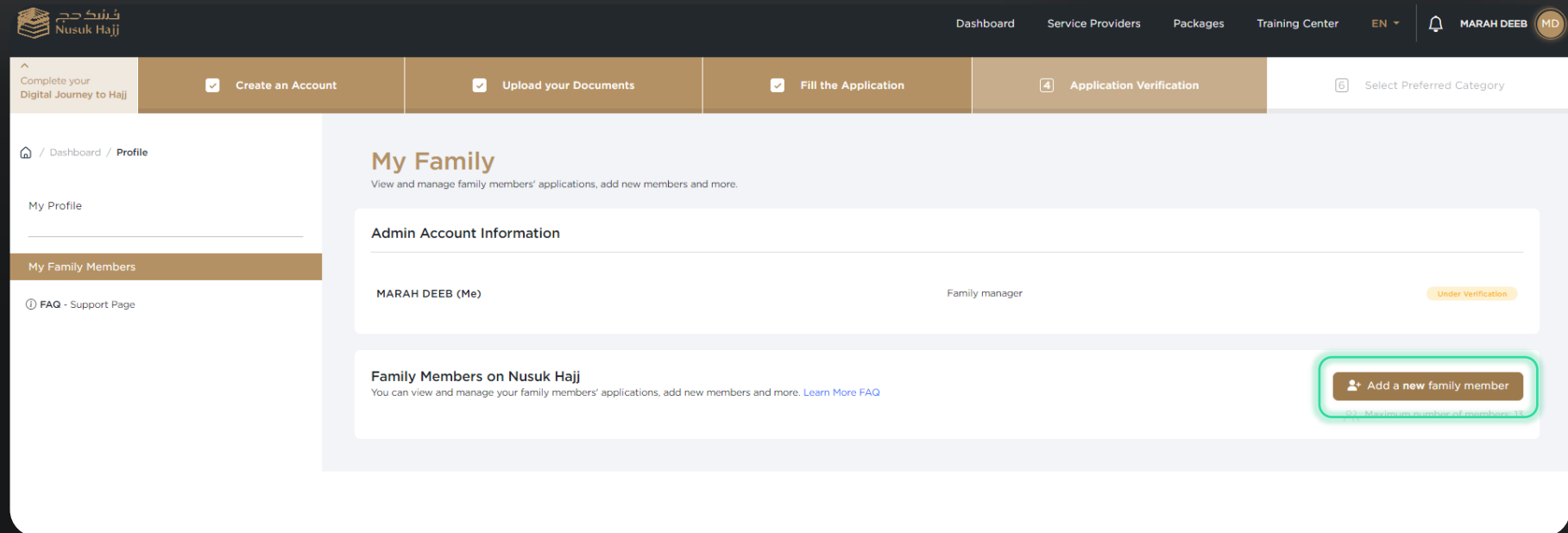
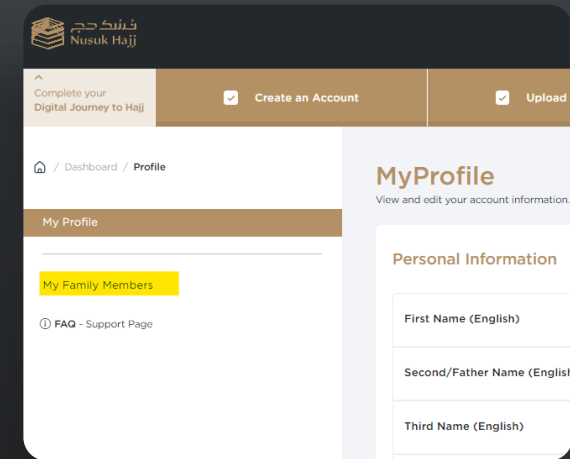
4.2. Check or Edit Personal Information.

4.3. 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 :

- 5.1.** Add Family Member's Email.
- 5.2.** Family Relationship.
- 5.3.** Family member's Country of Residence.
- 5.4.** Confirm Country of Residence
- 5.5.** 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

 **FAQ** - Family Member

Cancel

Add family member

5. Adding New Family Member

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

5.7. 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:

5.8.1. From My Family.

5.8.2. Manage Members.

5.8.3. Choose member to delink.

5.8.4. 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	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: 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:

5.9.1. From My Family.

5.9.2. Manage member.

5.9.3. Choose member to delink.

5.9.4. Choose delete member.

5.9.5. 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:

5.10.1. Choose the member to transfer authority.

5.10.2. Then Press yes.

5.10.3. The chosen member will receive a notification.

5.10.4. Chosen member will have two options accept or reject.

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



**Are you sure you want to
continue?**

Once the admin authority is transferred, the new admin will oversee the acquisition of the family package and all family-related data. Your account will be moved to a family member following the new member's acceptance.

No

Yes

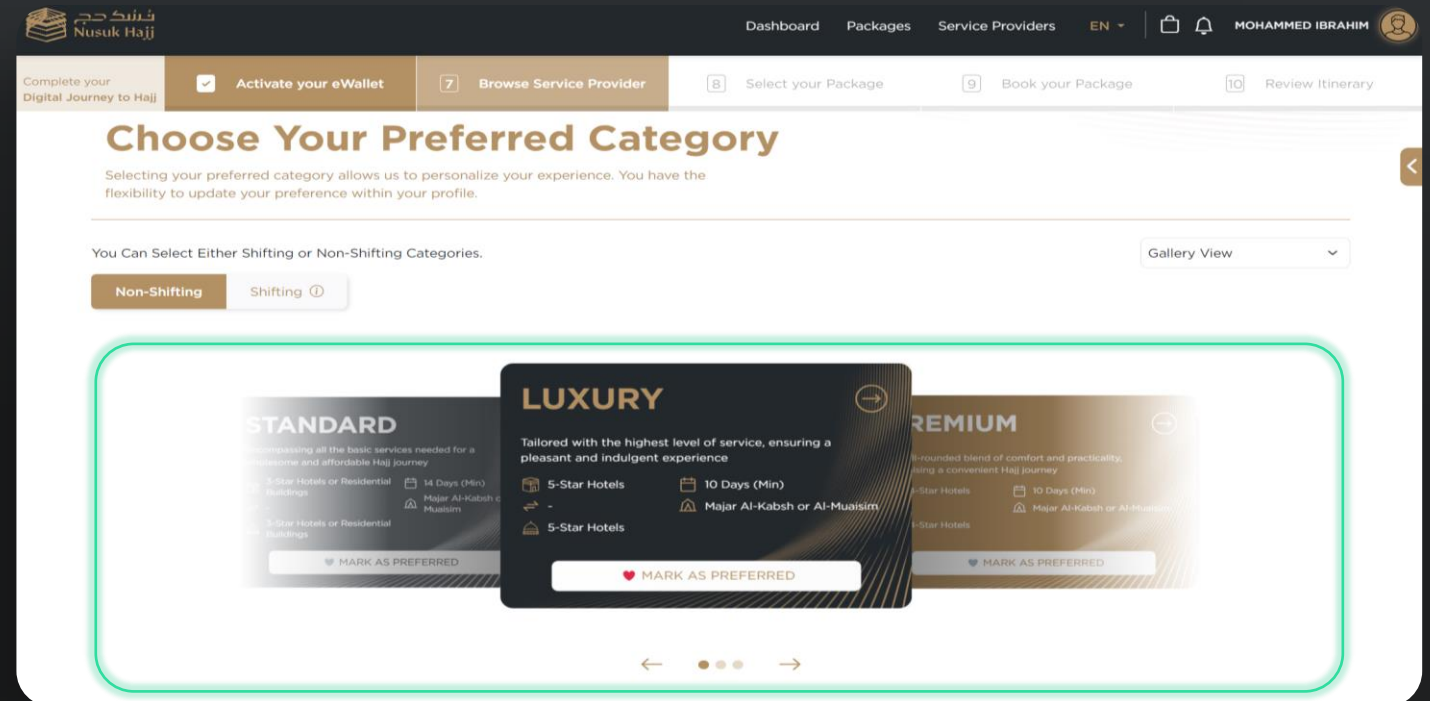
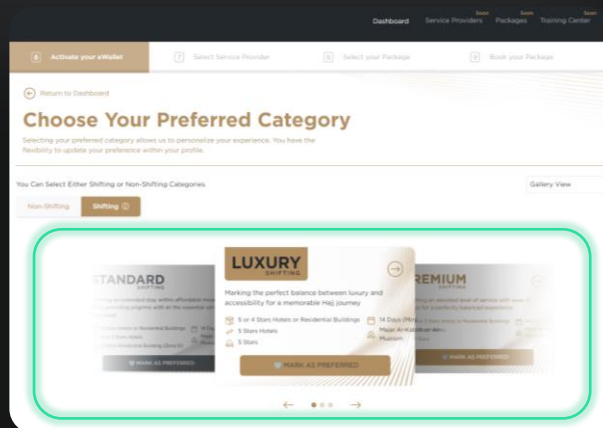
6. After Receiving application verification, we can view Packages and Select Preferred Category by pressing Mark as Preferred

Note: The available Categories are:

6.1.1. Luxury

6.1.2. Premium

6.1.3. Standard



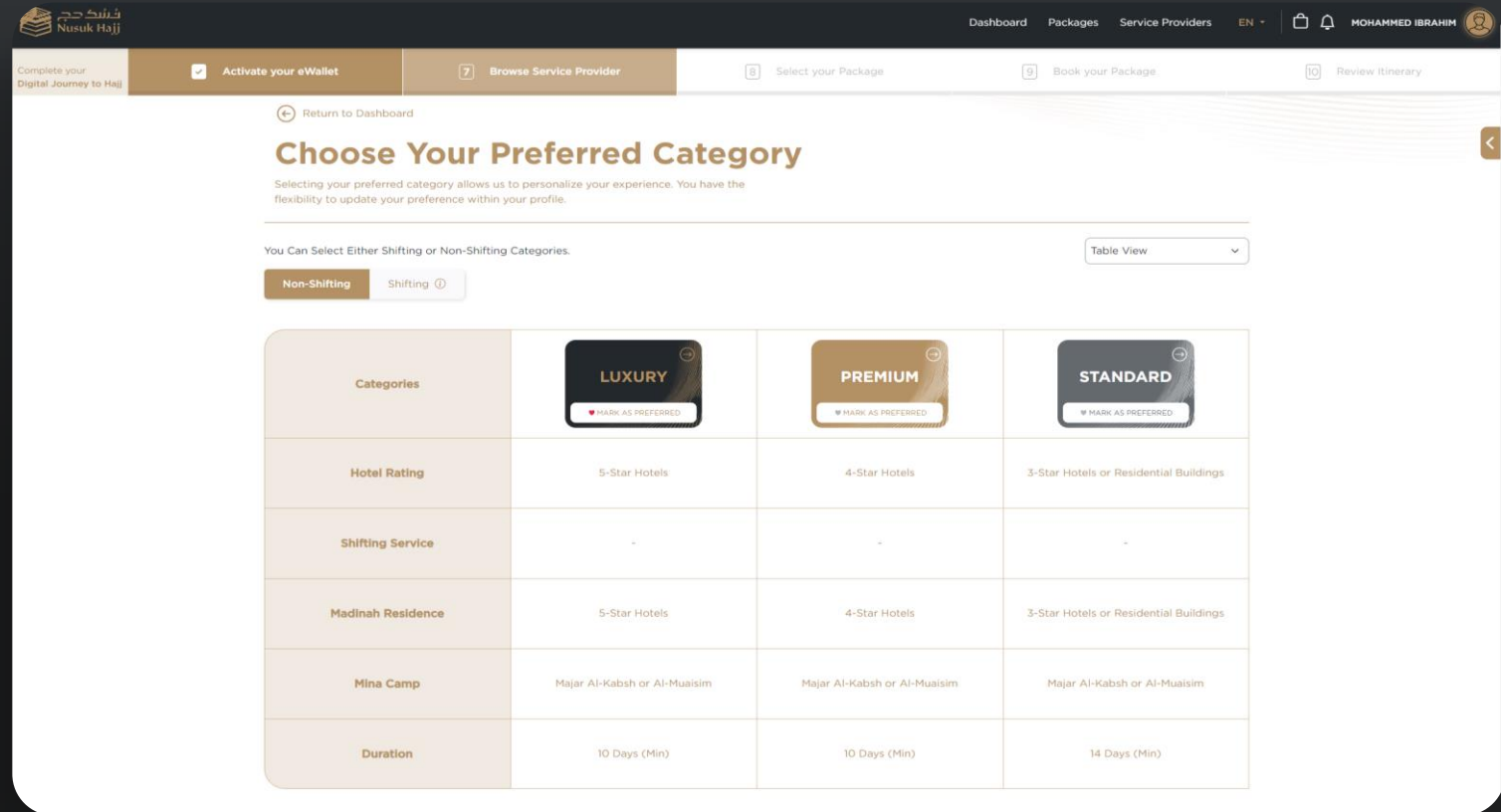
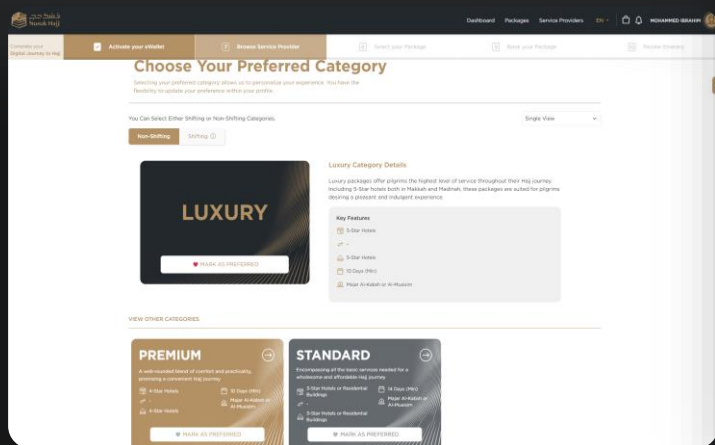
6. After Receiving application verification, we can view Packages and Select Preferred Category by pressing Mark as Preferred

Note: The available Categories are:

6.1.1. Luxury

6.1.2. Premium

6.1.3. Standard



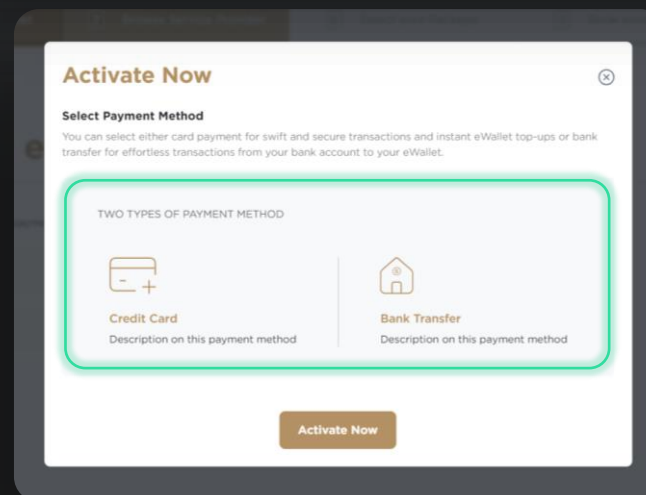
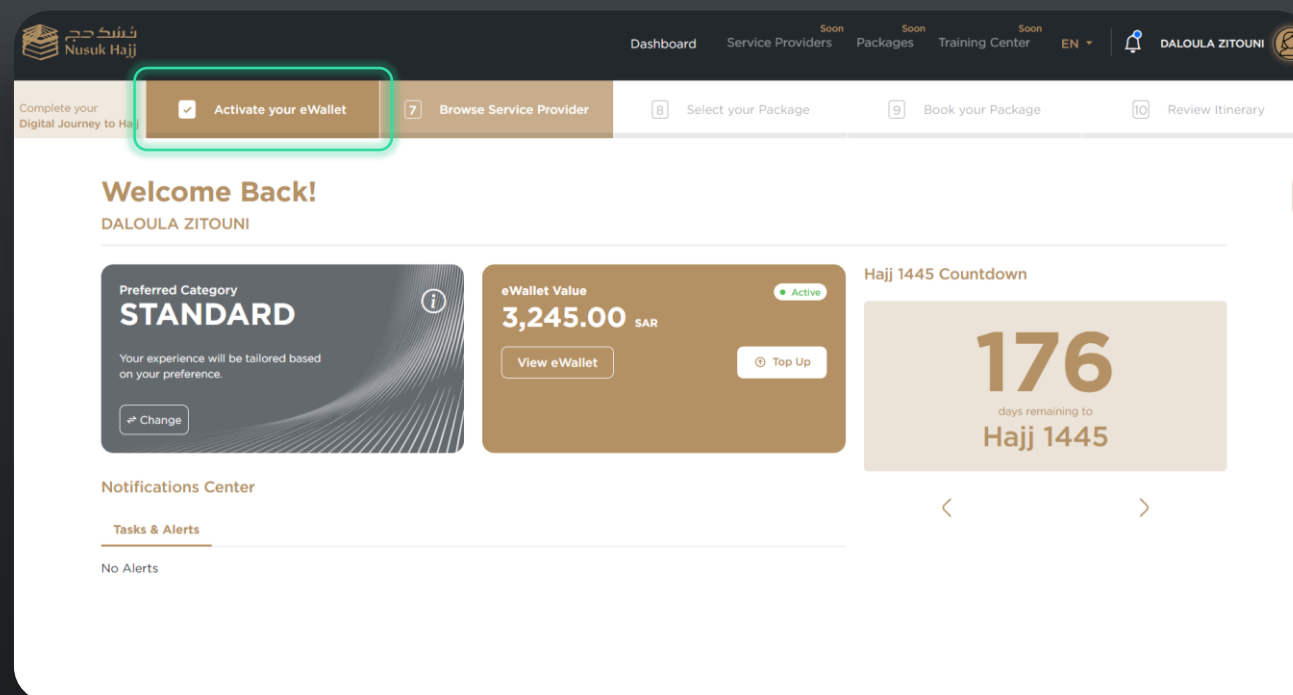
7. E-wallet:

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:

7.1. Activate eWallet:

7.1.1. After choosing the preferred package, click on activating the eWallet.

7.1.2. 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

International

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.

International

Bank Transfer Method Selected

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

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

International

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:

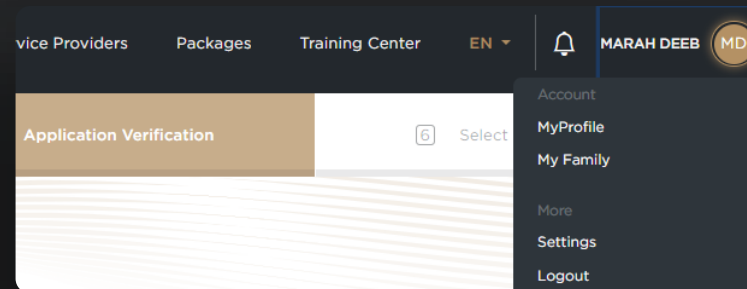
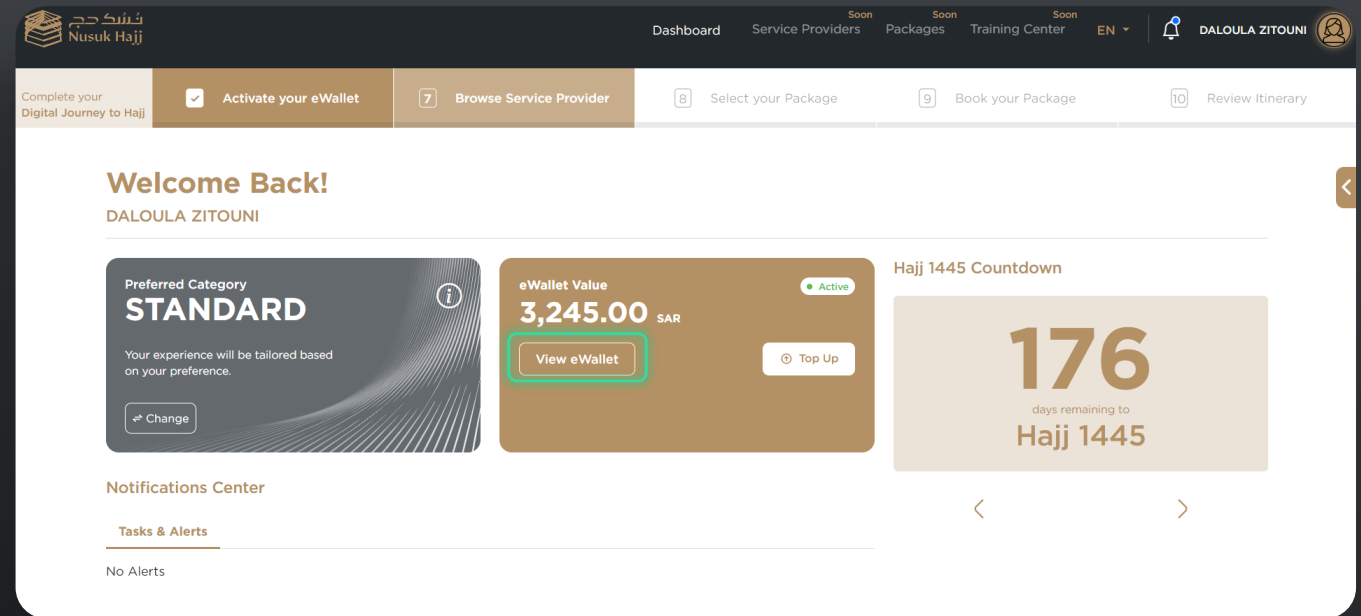
There are two ways to check your eWallet:

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 | Ahmad Tawal AT

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:

7.3.1. Go to My Profile.

7.3.2. My Wallet.

7.3.3. Press Withdrawal Button - will appear a disclaimer (Must read carefully and approve).

7.3.4. 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.

Nusuk Hajj Dashboard Service Providers Packages Training Center Become a Guide EN | Ahmad Talo (AT)

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

Dashboard / My Wallet

My Profile
My Family
My Community
My Guide
My Package
My Wallet
My Hajj Itinerary
FAQ - Support Page

My Wallet
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Bank Account Details

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

Change

8. Become a Guide

After Receiving application verification, You can notice that there is an additional option to be a mentor

8.1.1. Go to the home page.

8.1.2. Click on “Become a Guide”.

8.1.3. Then you can submit the application.

8.1.4. You can see the application stages below.

Note:

- You can't register as a guide if a family member is added.
- Your e-wallet must not be charged to register as a guide.
- Account must be final approved from audit side at least onetime to become a guide.

نُسُك حَجَّج
Nusuk Hajj

Dashboard Packages Service Providers **Become a Guide** EN HAMAD M

[Return To Dashboard](#)

Apply to Become a Guide

Extend your application to become an integral part of a devoted team of guides, showcasing a solid and tireless commitment to guiding pilgrims through profound life-time journeys.

Overview

Explore our guide program, where life-changing experiences and crucial responsibilities unfold. This encompasses navigating a qualification questionnaire, meticulously creating a personalized guide profile, and culminating in the reception of contracts upon successful completion.

Steps to Qualify as a Guide

- 1**
Qualification Questionnaire
Fill out a qualification questionnaire, to help discern your unique skills and ensure a perfect match between expertise and the diverse needs of pilgrims.
- 2**
Guide Profile
Set up a distinctive guide profile, articulating your background, cultural insights, and interpersonal finesse, forging an immediate connection with pilgrims seeking a guide of profound knowledge and compassionate understanding.
- 3**
Receive Contracts
Upon successful application and training completion, guides receive contracts to formally and officially join the esteemed cohort of guides, marking the commencement of your role in facilitating transformative pilgrimages.

☐ By continuing, you consent to the collection and use of your personal information. [Learn More](#)

[Apply as a guide](#)

8.2 Become a Guide

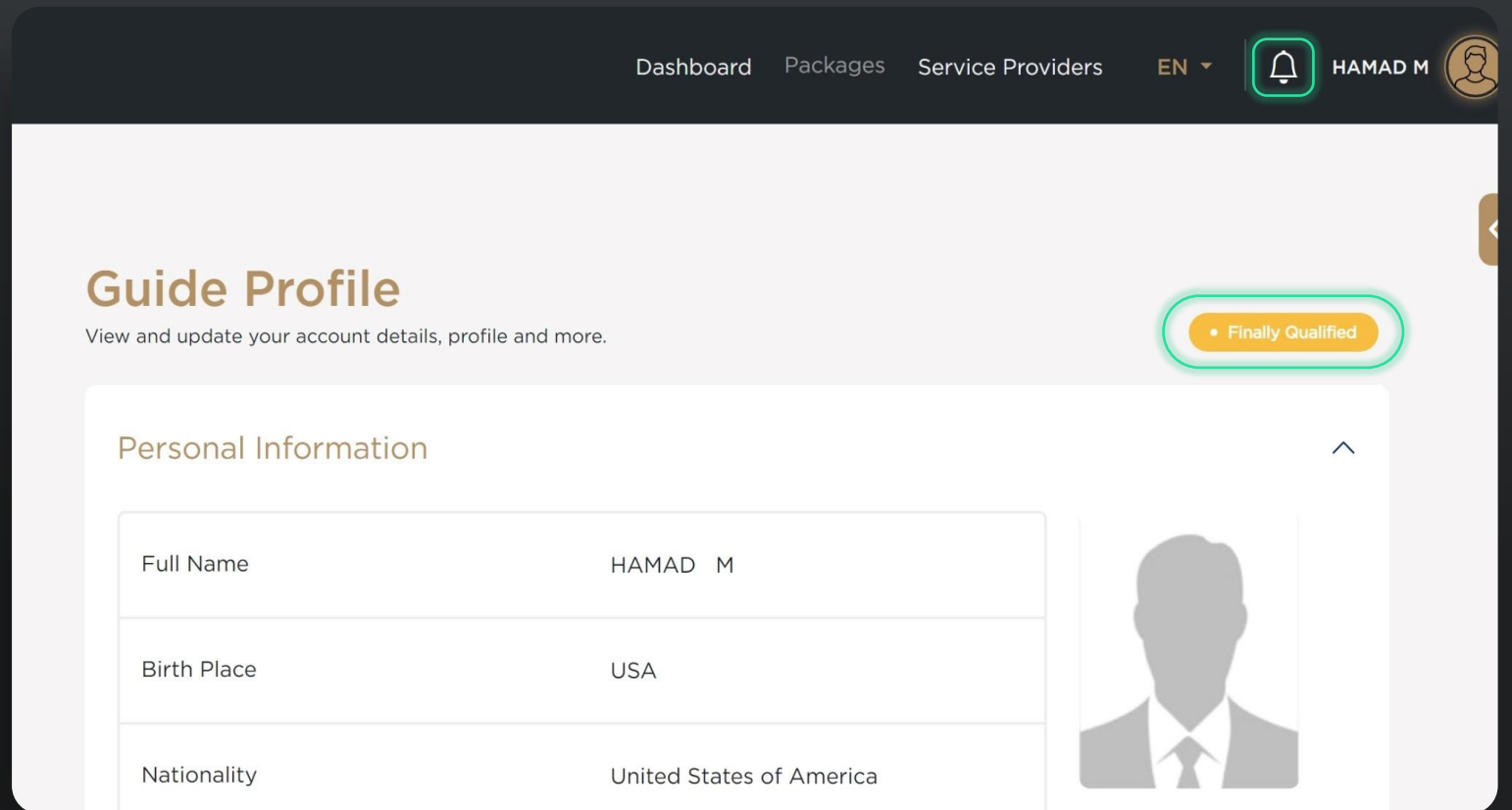
8.2.1. After completing registration and filling out the required information, the application will be submitted, and you will be contacted with approval or rejection.

8.2.2. When you are accepted as a Guide, your file will be presented to service providers.

8.2.3. You can see the contracts sent to you via alerts.

Note:

- You can register as a guide only one time.



The screenshot shows a web application interface for a 'Guide Profile'. The top navigation bar is dark with links for 'Dashboard', 'Packages', and 'Service Providers', followed by a language dropdown set to 'EN'. On the right, there is a notification bell icon and a user profile for 'HAMAD M'. The main content area has a light background. The 'Guide Profile' section includes a subtitle 'View and update your account details, profile and more.' and a green-bordered badge that says 'Finally Qualified'. Below this is a 'Personal Information' section with a table of details and a placeholder for a profile picture.

Full Name	HAMAD M
Birth Place	USA
Nationality	United States of America

Profile picture placeholder: A gray silhouette of a person in a suit and tie.

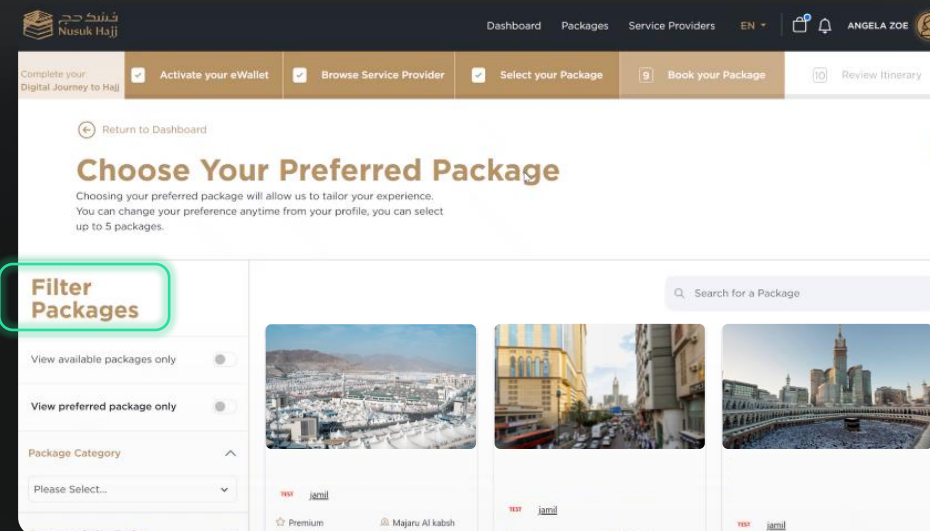
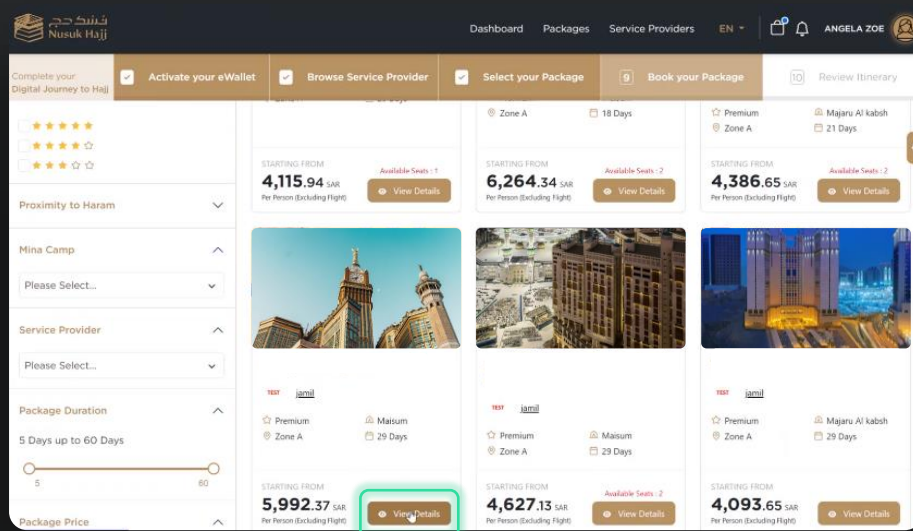
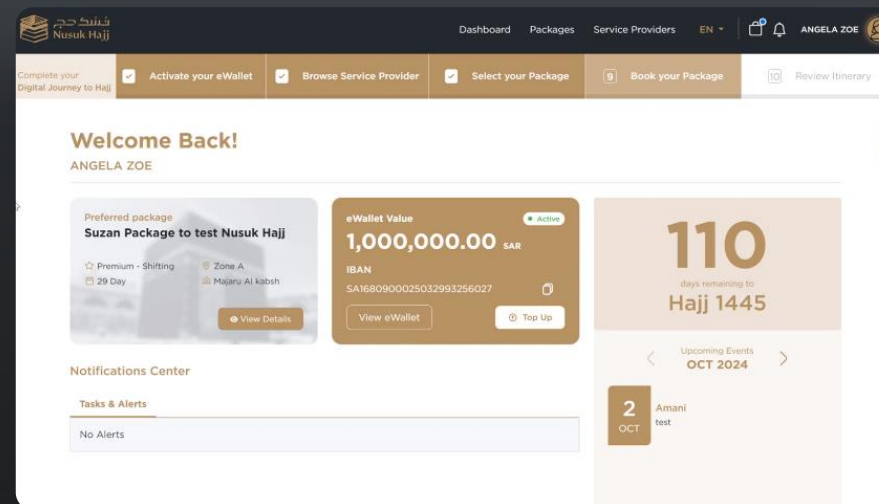
9. Packages:

9.1. 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.

9.2. Then you will be redirected to choose the package and view its details, also you can filter on packages to view specific packages criteria.

9.3. 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:

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

9.4.1. Package images.

9.4.2. Package Overview.

9.4.3. Residency.

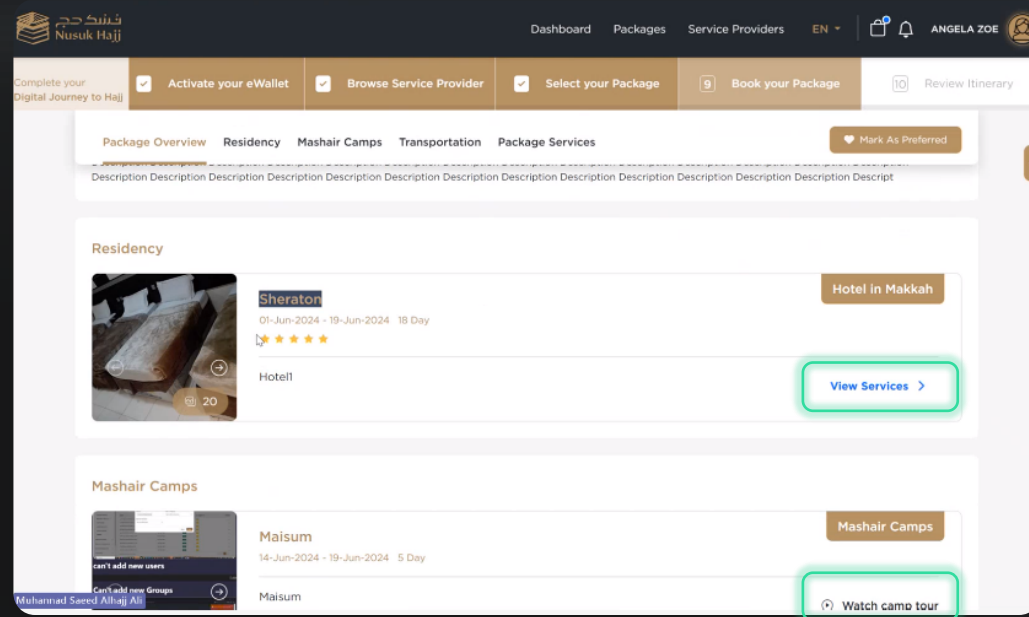
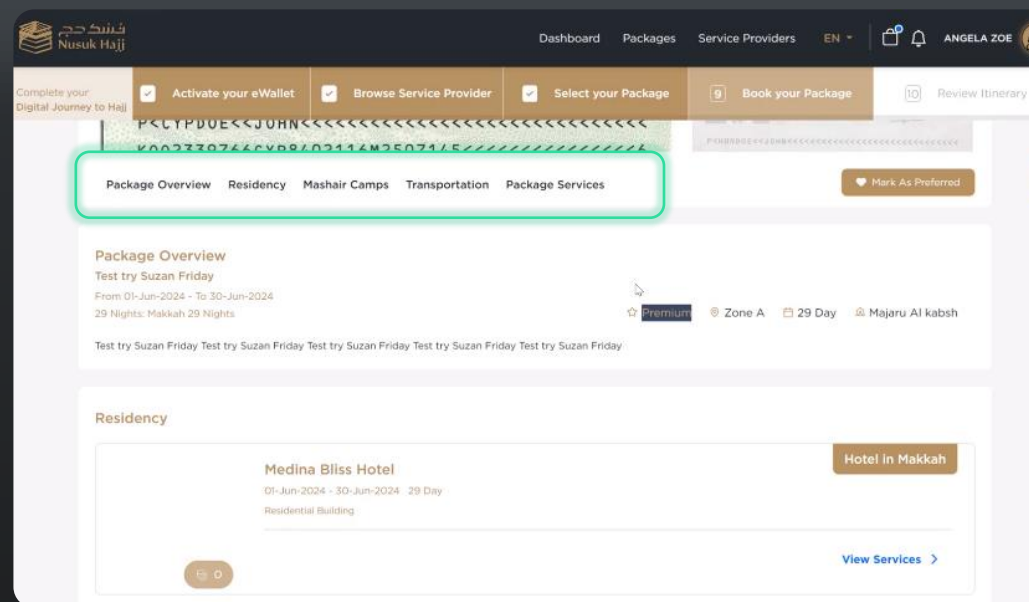
9.4.4. Mashair Camps.

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:

9.5. To proceed to next step, press Configure after reading the **Policy**.

9.6. You'll be redirected to setup your Package details (e.g., Hotel Beds, Additional Services, Flight, Payment).

9.6.1. Choose Makkah hotel beds.

9.6.2. Choose Medinah hotel beds.

9.6.3. Choose Additional services if exist & needed.

9.6.4. Choose Flight.

9.6.5. Choose Makkah hotel beds.

9.7. 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 Nusuk Hajj website interface for configuring a package. The top navigation bar includes the user's name (ANGELA ZOE), a shopping cart icon, and links for 'لوحة التحكم' (Control Panel), 'الطلبات' (Orders), 'مقدمو الخدمات' (Service Providers), and 'ع' (Exit). The main header shows the 'نُسُك حَجٍّ Nusuk Hajj' logo and a status 'استكمل وحظك الرقمية للحج' (Complete your digital Hajj). The breadcrumb trail indicates the current step: 'مراجعة سيار الرحلة' (Review the trip) > 'حجز الباقة' (Book the package) > 'اختيار الباقة' (Choose the package) > 'استعراض مقدمي الخدمات' (Review service providers) > 'تنفيذ للحفظ' (Execute to save). The main content area is titled 'إعدادات الغرف' (Room Settings) and includes a note about the package system. Below this, there are sections for 'الشراؤون' (Purchases) with dates '01-05-2024' and '19-06-2024', and a table for 'اختار نوع الغرف' (Choose room type) with options like 'سرير في غرفة مفردة' (Single room), 'سرير في غرفة مزدوجة مشتركة' (Shared double room), and 'سرير في غرفة لثلاثية مشتركة' (Shared triple room). A sidebar on the left shows the 'تفاصيل المشتريات' (Purchase details) with a total of 5,500.09, and a bottom summary section showing the 'السعر الإجمالي' (Total price) as 6,264.34.

10. Forget Password:

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

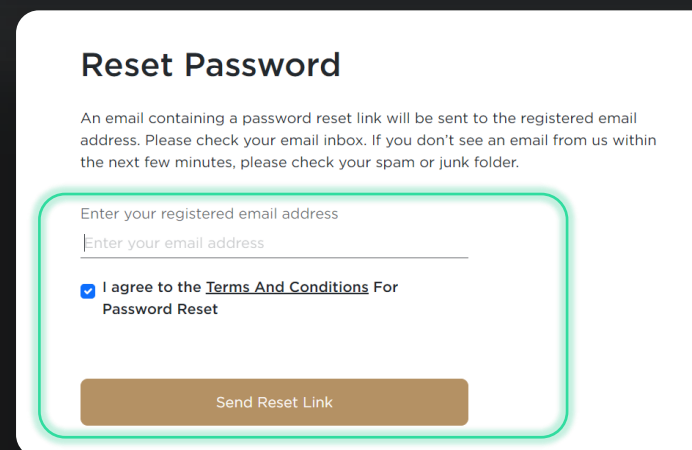
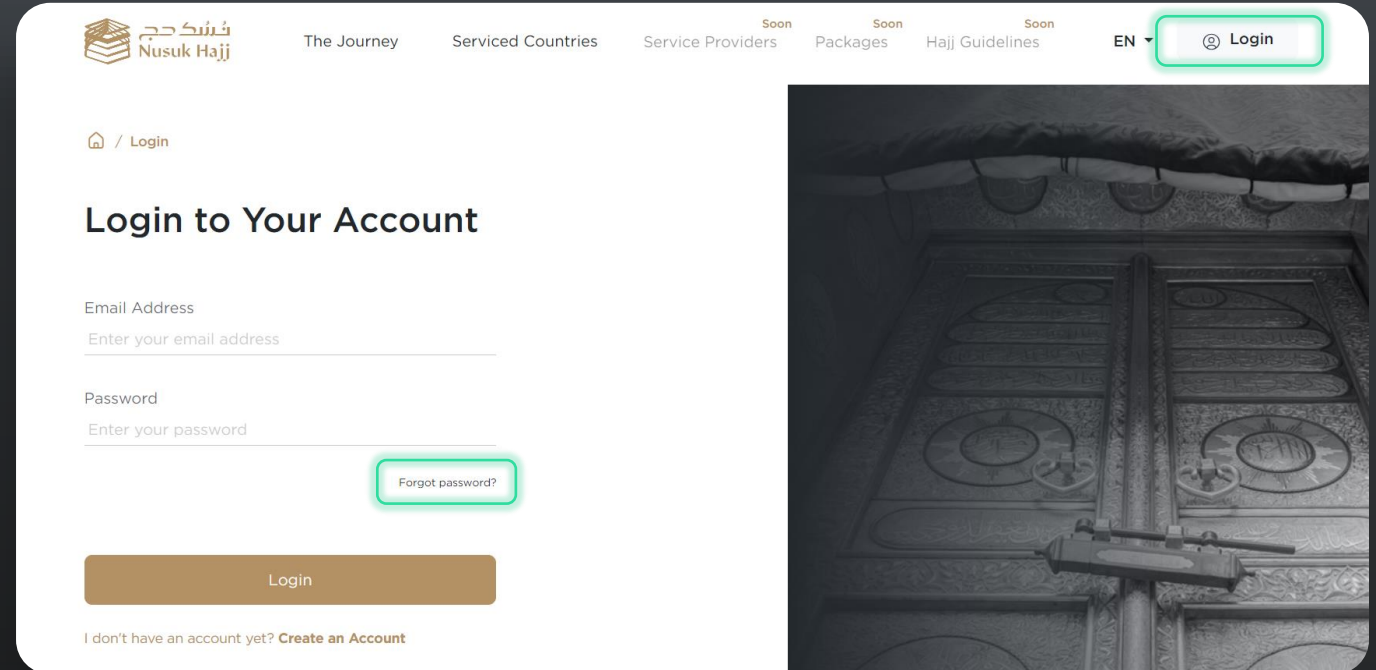
10.1. From Home page.

10.2. Go to Login.

10.3. Press Forget Password

10.4. Enter the registered email address and agree the terms then press Send Reset Link.

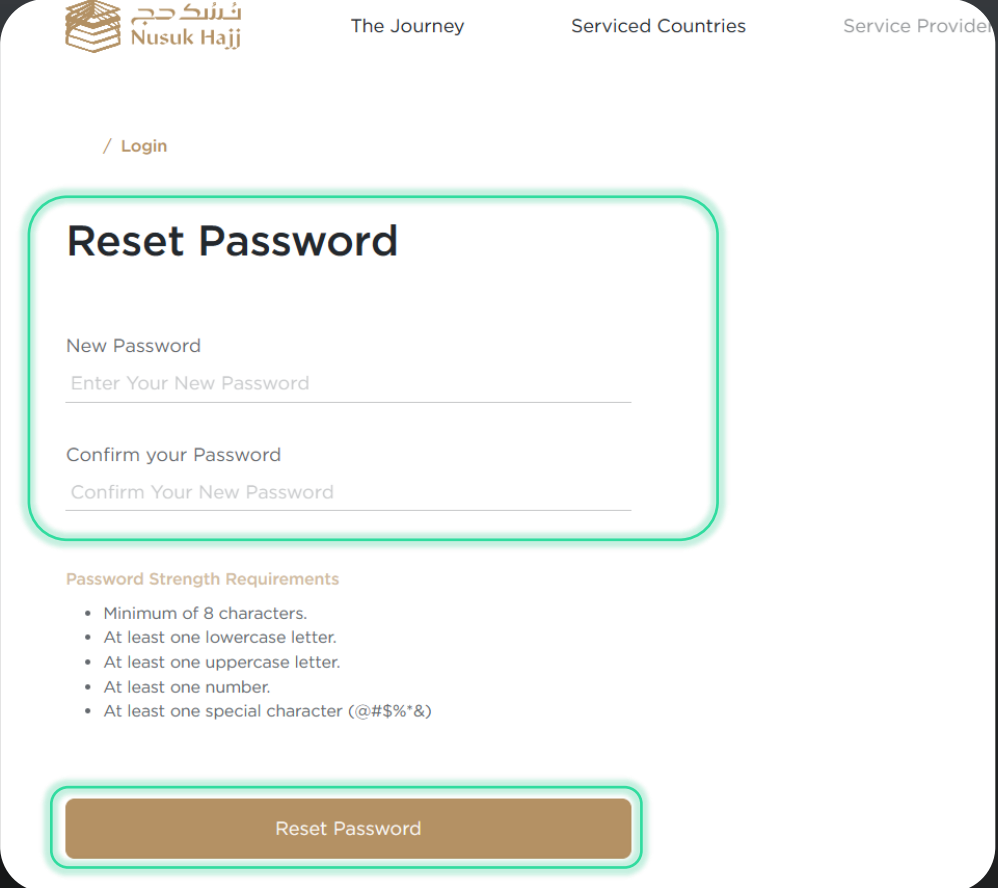
10.5. A URL for reset password will be sent to your email, Go to the URL in the email.



10. Forget Password:

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

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



The screenshot displays the 'Reset Password' interface of the Nusuk Hajj website. At the top, the header includes the Nusuk Hajj logo, navigation links for 'The Journey', 'Serviced Countries', and 'Service Provider', and a '/ Login' link. The main content area is titled 'Reset Password' and contains two input fields: 'New Password' with the placeholder 'Enter Your New Password' and 'Confirm your Password' with the placeholder 'Confirm Your New Password'. Below these fields, a section titled 'Password Strength Requirements' lists five criteria: minimum 8 characters, at least one lowercase letter, at least one uppercase letter, at least one number, and at least one special character. A large 'Reset Password' button is positioned at the bottom of the form.

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



Support Centers
(Booking an Appointment)



Call Center
+966 9200 31201



Social Media
Hajj_Nusuk



Thank you

