



نُسُك حَجّ  
Nusuk Hajj

# 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



# 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.

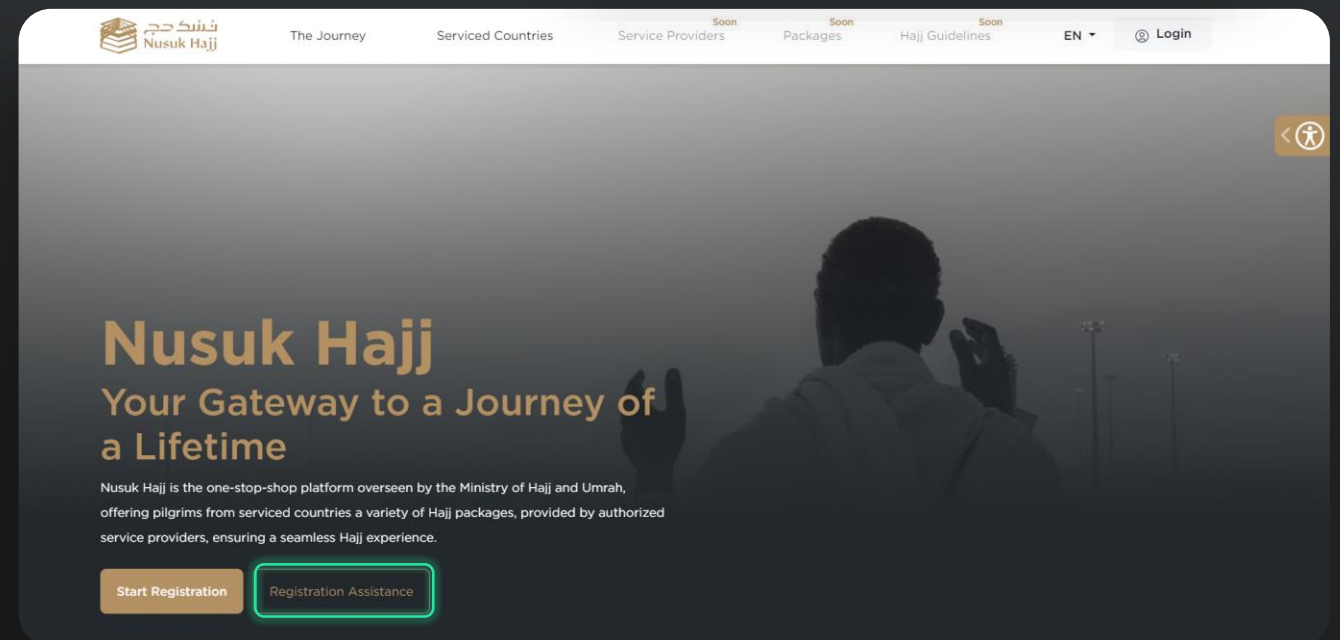
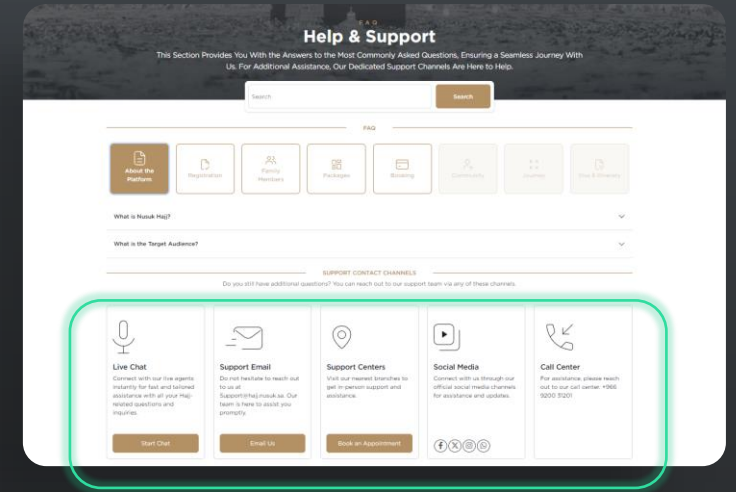
# 1. Registration:

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. Registration:

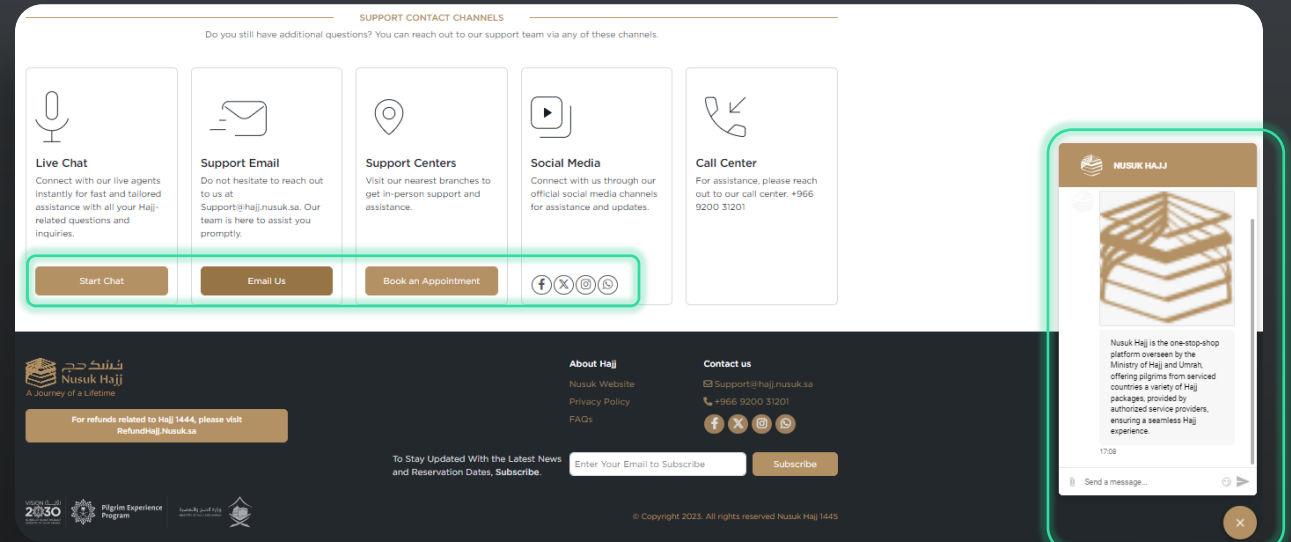
**1.1.2.1.** Live chat: By pressing Start Chat a live chat pop-up will be opened to chat.

**1.1.2.2.** 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.

**1.1.2.3.** 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.

**1.1.2.4.** Social Media: Here you can connect with us through our social media platforms by pressing on the platform and start reaching us.

**1.1.2.5.** Call Center: Dial the contact number in the box and reach us out.



**New Ticket**

First Name \*

Last Name \*

Email Address \*

Contact Mobile Number \*

Need Assistance In

**Book an Appointment**

Location

Full Name

Contact Number

Email Address

Select Date and Time

Date

Time

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

## 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 for Nusuk Hajj. The page title is "Create an Account to Start Your Journey". The form is highlighted with a green border and contains the following fields:

- Select country of residence**: A dropdown menu with "Please Select..." selected.
- I confirm this is my country of residence
- Create an Account
- Insert Email Address**: A text input field with the placeholder "Enter your Email Address".
- I Hereby consent to the [Terms and Conditions](#) And [Privacy Policy](#).
- Subscribe to Receive All Email Updates

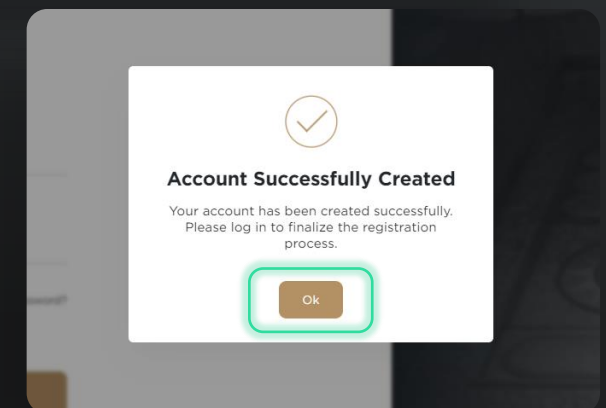
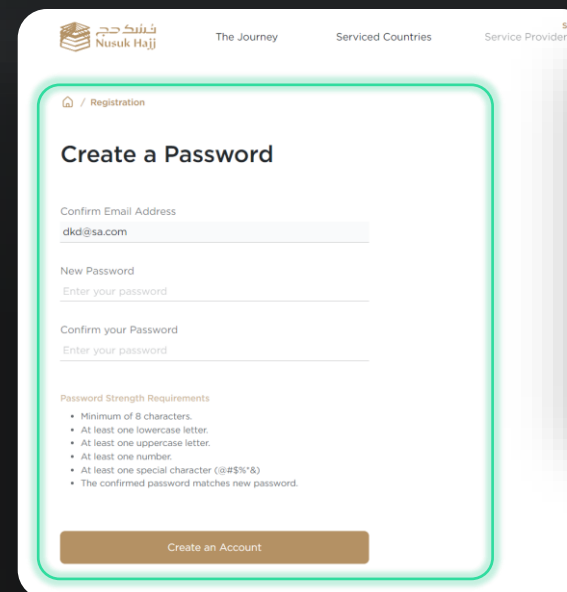
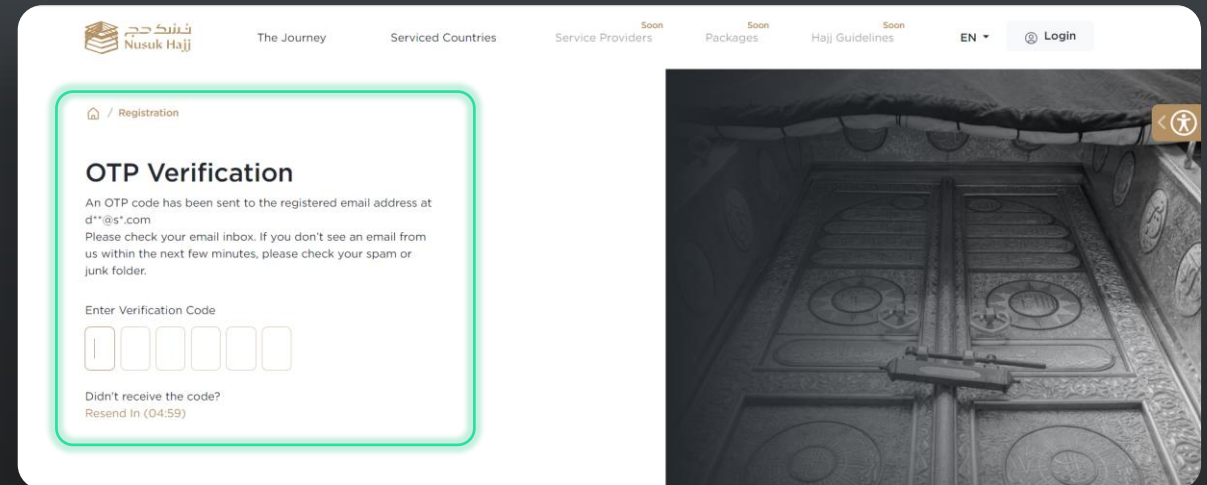
A "Create an Account" button is located at the bottom of the form. Below the form, there is a link: "I Already have an account. [Login](#)".

## 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.



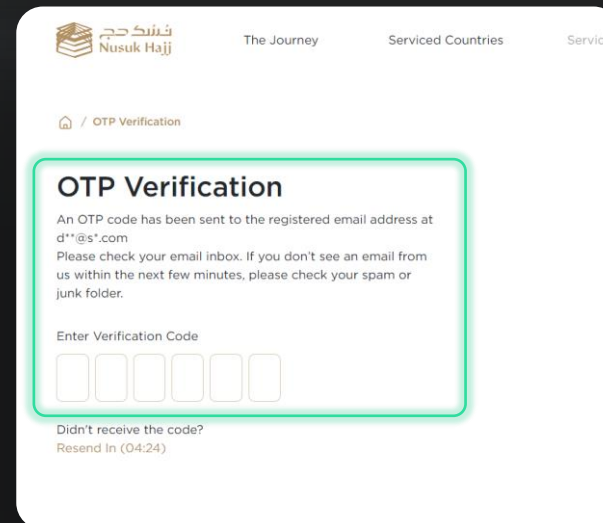
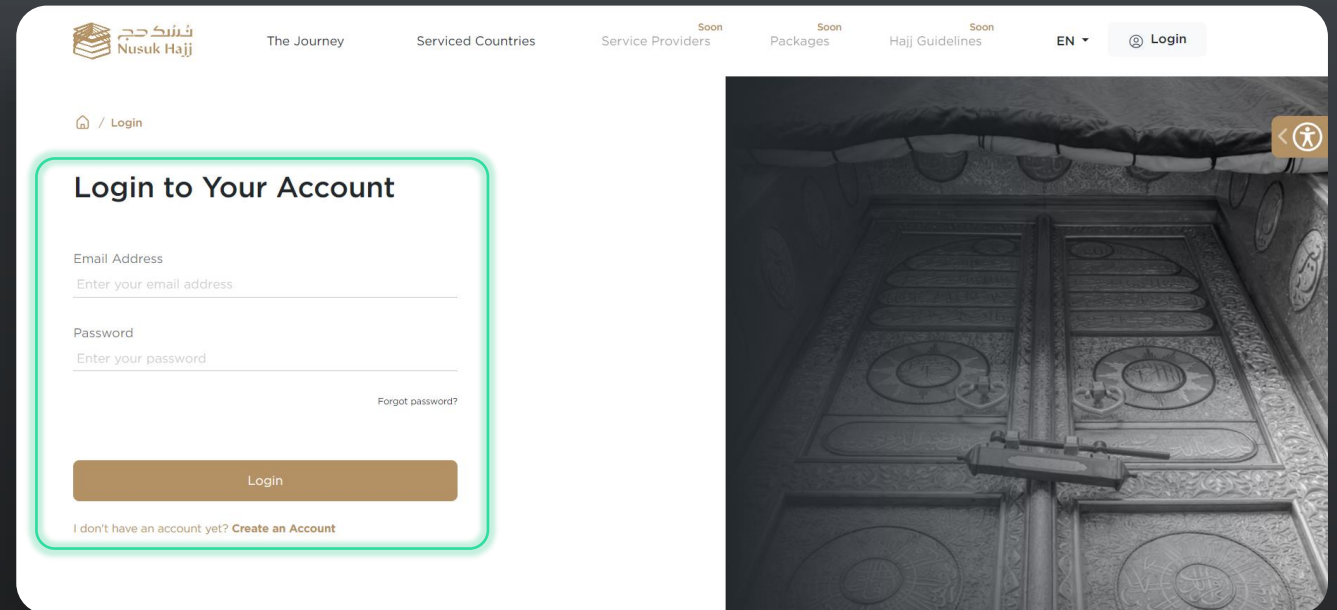


## 2. Login:

**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.



# 3. Continue Registration:

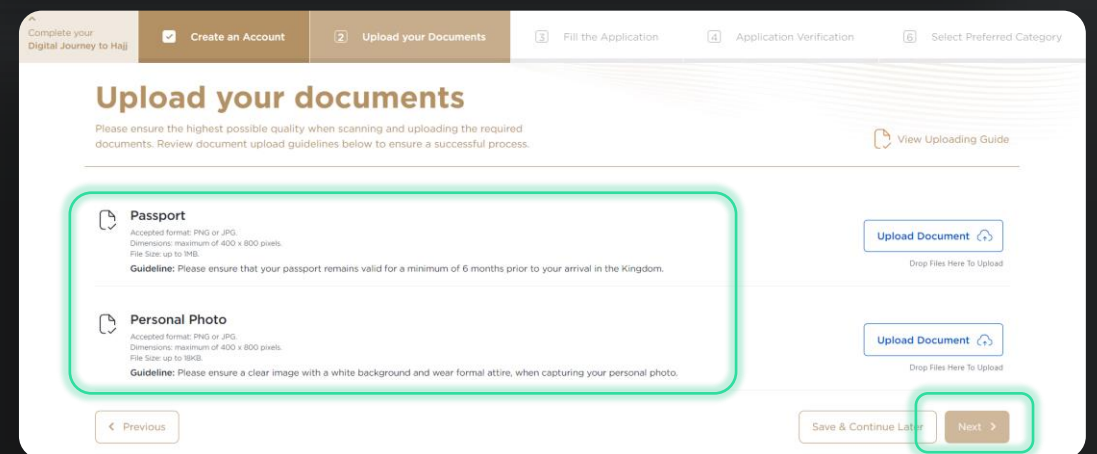
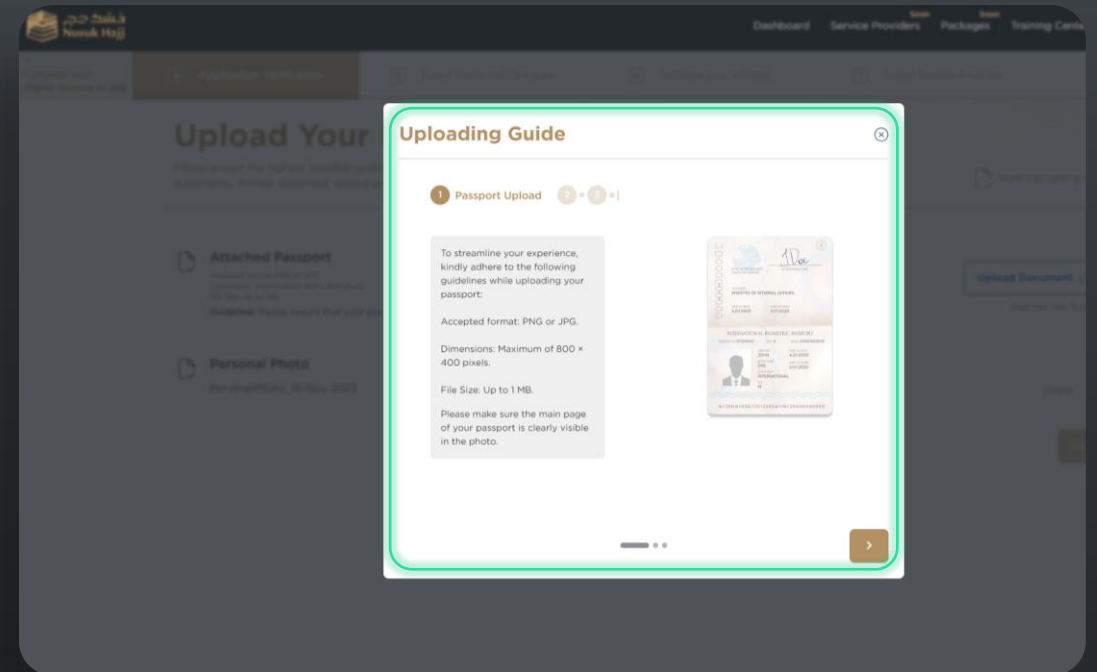
You will be redirected to the uploading guide that will help you with files needed for uploading (Passport, Personal Photo, Proof of Residence Attachment) when Pressing Start Uploading will continue to Documents Upload Page.

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

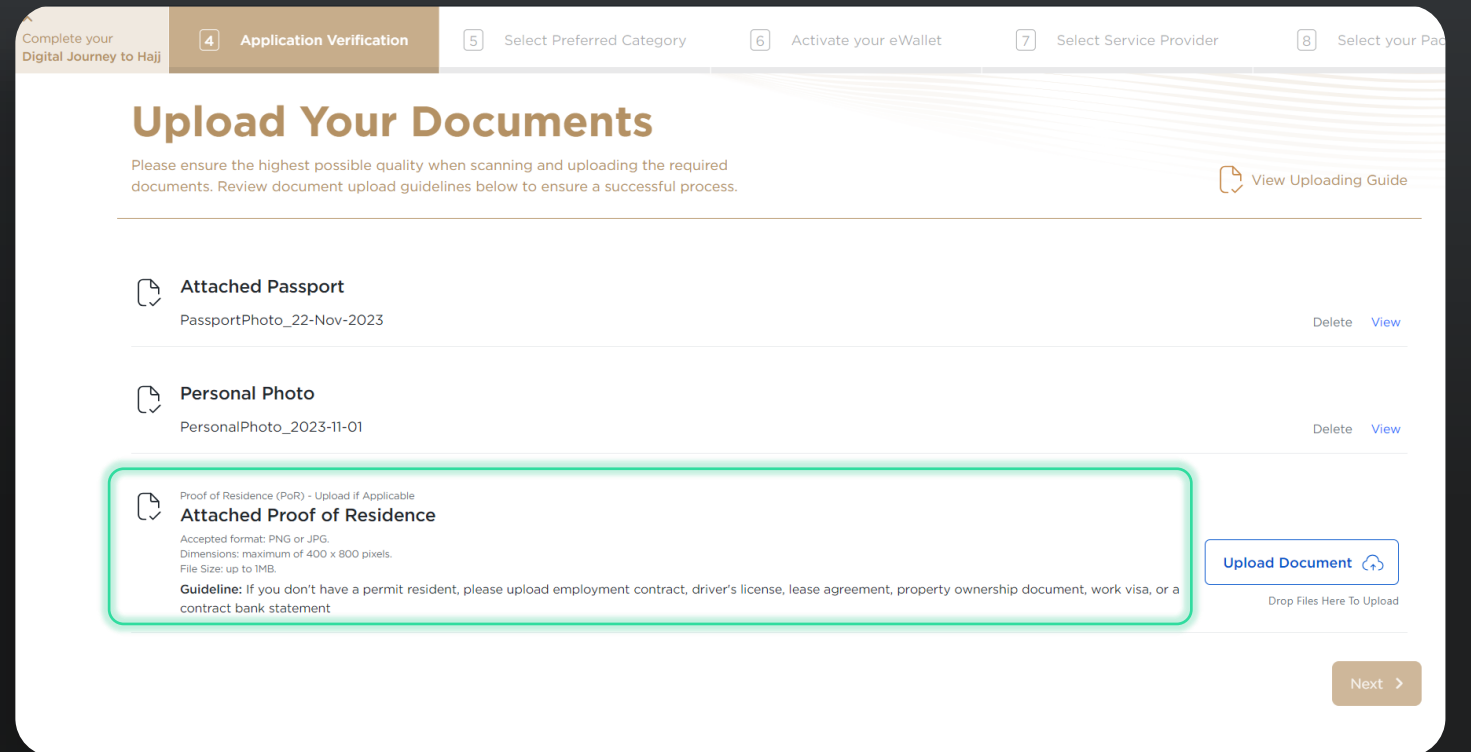
By clicking on "Continue to Submit", you confirm the submission of your application form.

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.





## 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: XXOO338833@GMAIL.COM  
Mobile Contact Number: +966 91 234 5678  
Saudi Mobile Number: +966 5  
Social Status: Single  
Emergency contact full name: Enter...  
Emergency contact number: +966 91 234 5678  
Street Address: Enter...  
Home Address: Enter...  
P.O. Box: Enter...  
Zip Code / Postal Code: Enter...  
Apartment/House number: Enter...  
Nearest Embassy to you: Please Select...

**2 Occupational Details**

Occupation: Enter...  
Current Employer: Enter...  
Previous Employer: Enter...  
Name of Sector: Private  
Work contact number: +966 91 234 5678

**3 Arrival Details**

Expected Entry date to the KSA: 01-May-2024  
Total Expected Days in the KSA: 0  
Expected Travel Method: Please Select...  
Insert Flight number: Enter...

Buttons: < 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

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

Have the required vaccinations been taken?  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: Please Provide Description  
Relationship: Please Select...

Do you hold other nationalities?  Yes  No

Select Nationality: Please Select...  
Date of Issuance: YYYY-MM-DD

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

Select Country: Please Select...  
Reason of Travel: Please Provide Description  
Travel Dates (From date): YYYY-MM-DD  
Travel Dates (To date): YYYY-MM-DD

Buttons: < 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: 1. Create an Account (checked), 2. Upload your Documents (checked), 3. Fill the Application (active), and 4. Application Verification. Below the progress bar, the heading 'Summary' is followed by the instruction: 'Kindly review all the provided information below before proceeding. You can edit your data if needed.' The main content area is titled '1 Contact Details' and includes 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: 1. Fill the Application (active), 2. Application Verification, 3. Select Preferred Category, 4. Activate your account, and 5. Select Service Provider. Below the progress bar, there are two sections:

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

**8. 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

**8 Preference Details** (with an 'Edit' link):

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

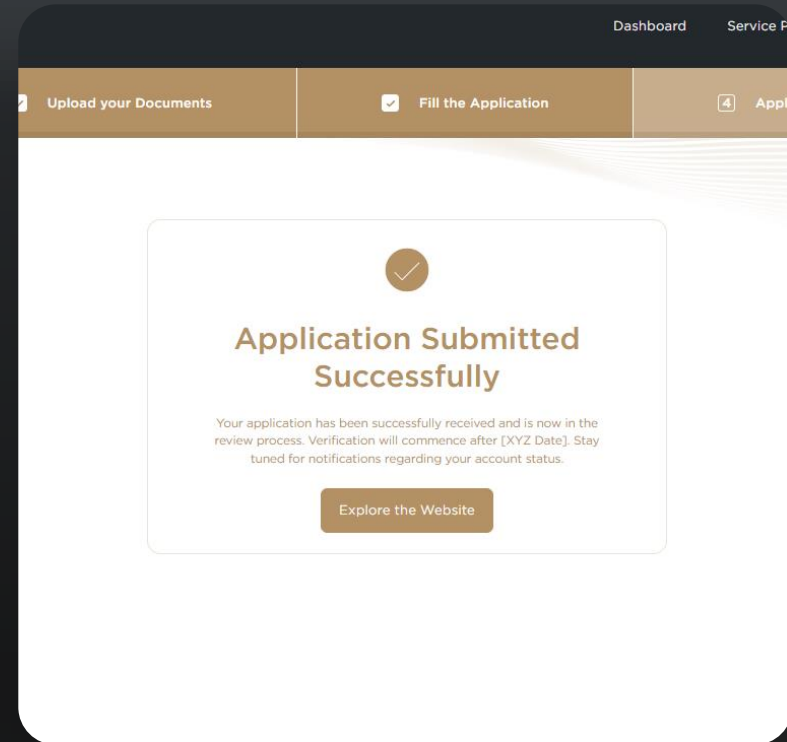
Below these sections, there are four terms and conditions:

- I consent to the use of the provided data exclusively for facilitating the job journey, including visa issuance.
- I acknowledge that by registering the Profile, My HAJ, Approval to Sit, Terminate and Fundraising Packages I will 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 blue banner that says: 'Add a Family Member at a later stage. You always have the option to add family members later on, from the My Family section.' Below this banner, there are navigation buttons: '< Previous', 'Save & Continue Later', and 'Submit >'.

## 3.2. Fill the Application:

After Submitting the Application, you can Browse the site.



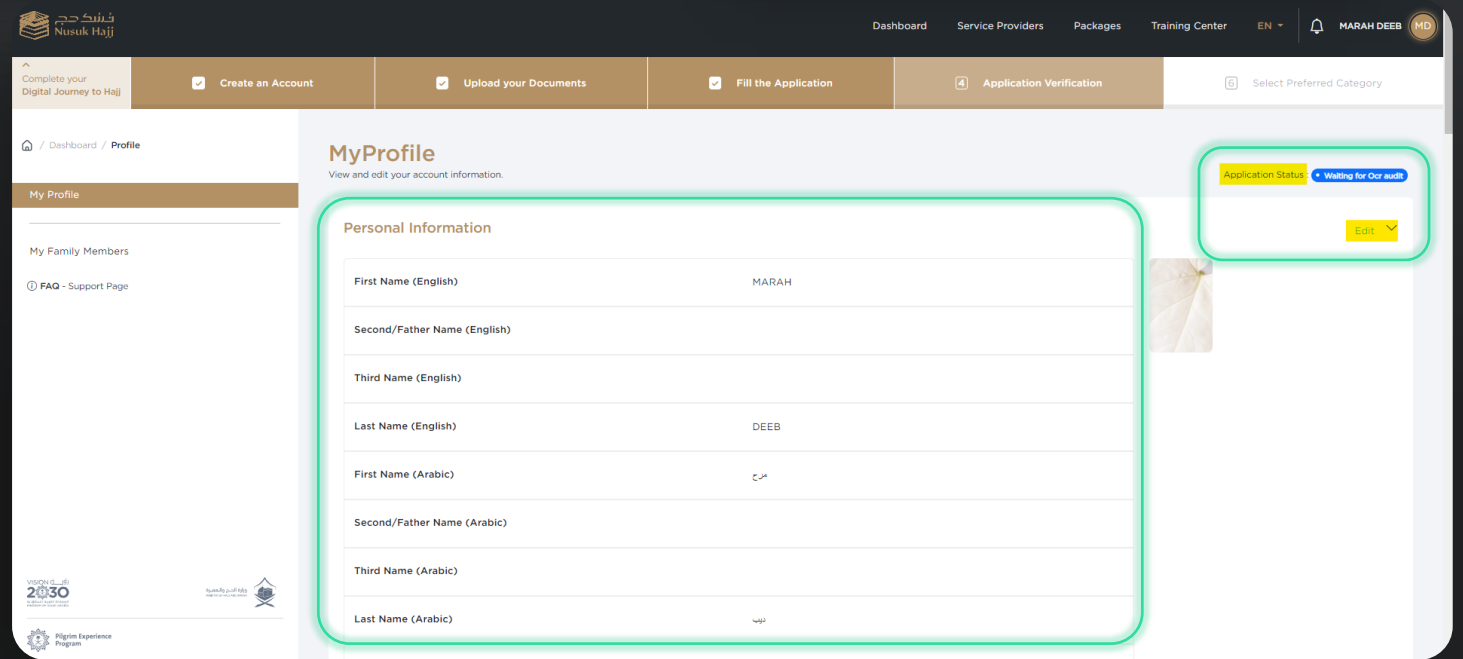
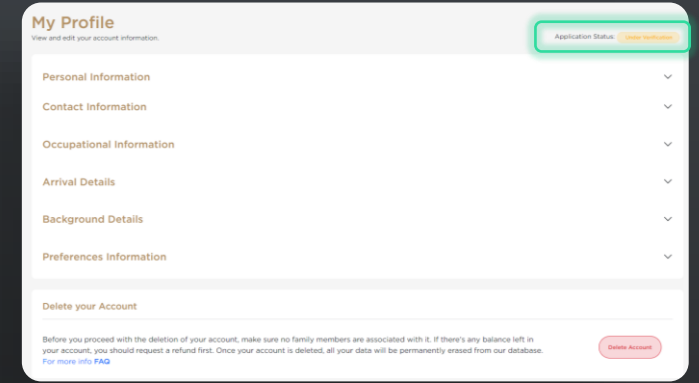
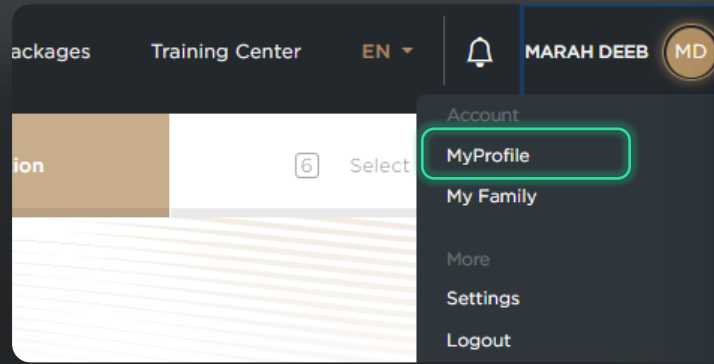


# 4. My Profile:

When going to My Profile we can:

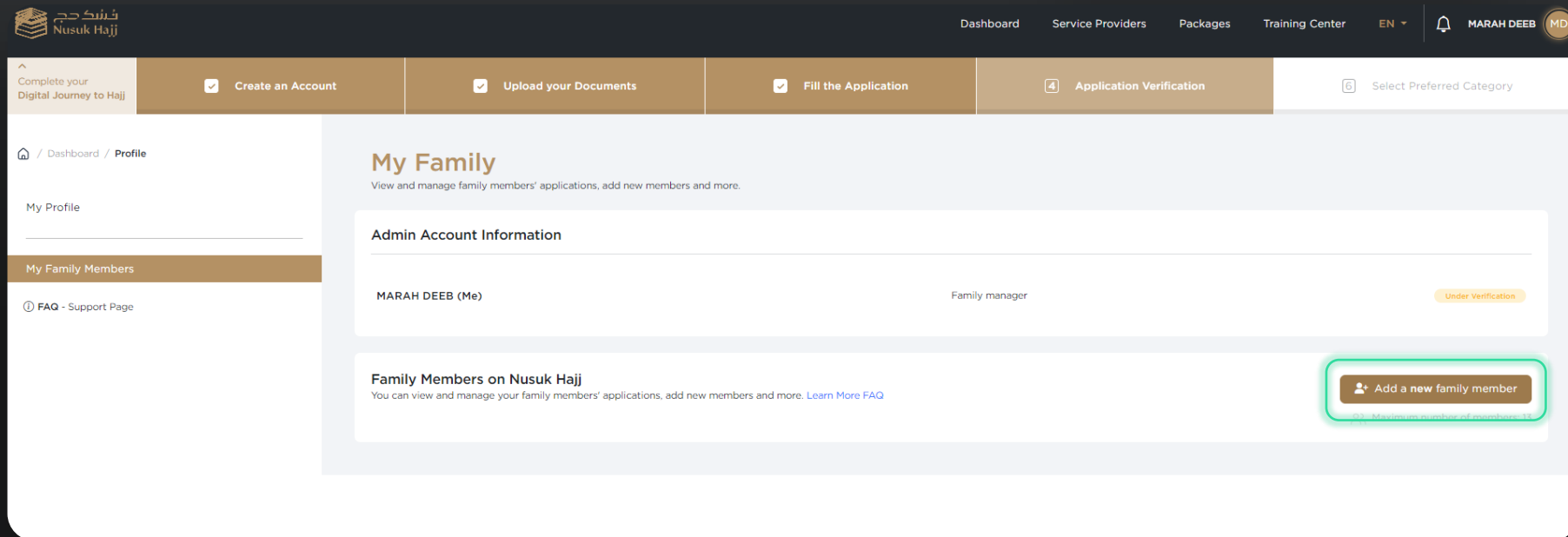
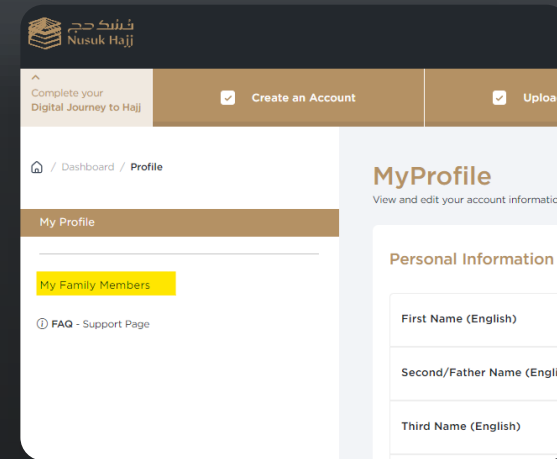
- 4.1. View the Application Status.
  - 4.1.1. Under Verification Status.
  - 4.1.2. Verified Status.
  - 4.1.3. **Rejected:** In this status you will get email notification with the rejection reason, and you can go to your account and update it, after update the status will return to be under verification 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**

**This Member Is My:**

**Family Member's Country of Residence**

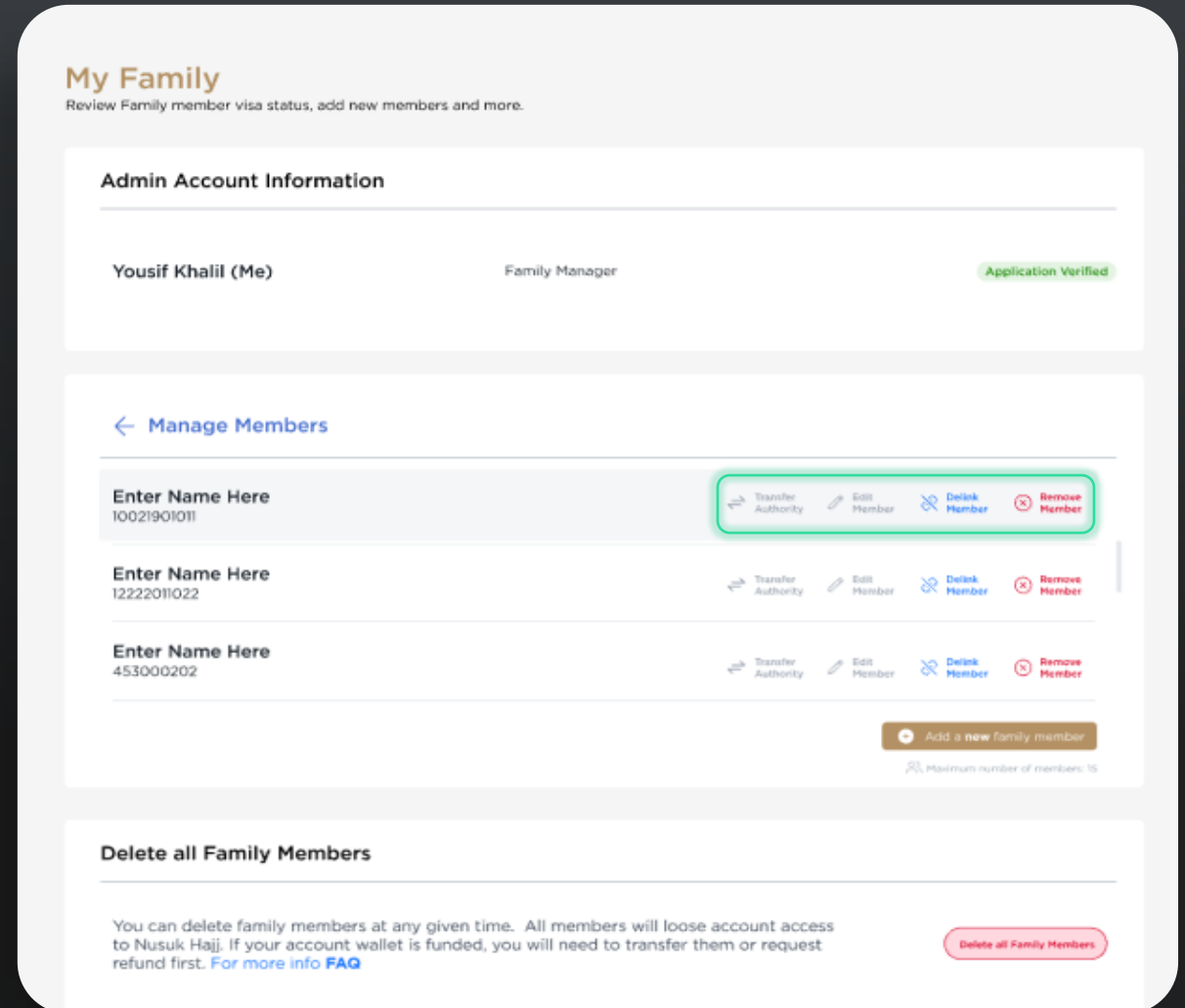
ⓘ FAQ - Family Member

# 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.*





# 5.8 Delink Member:

5.8.1. From My Family.

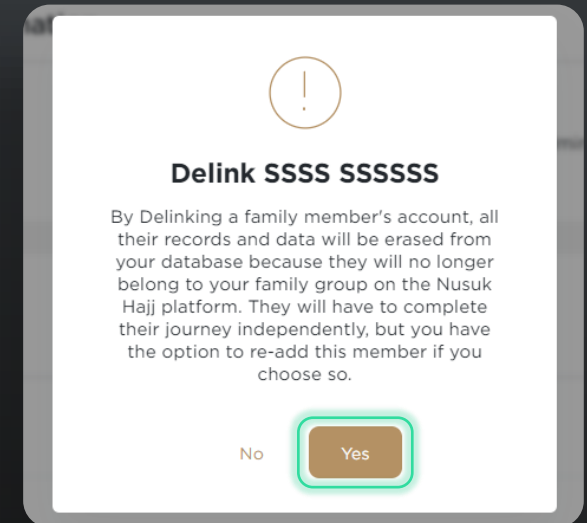
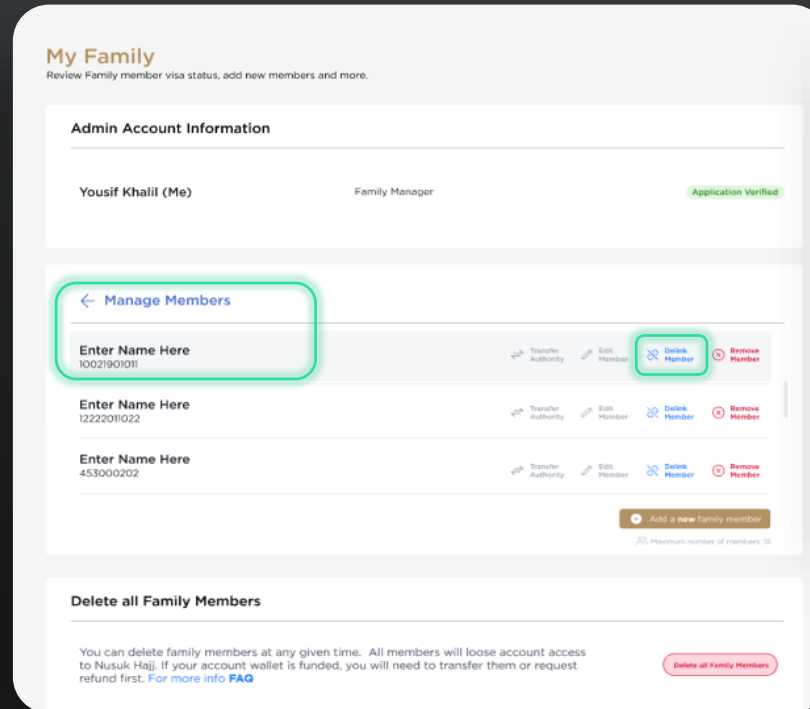
5.8.2. Manage Members.

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.*



## 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

The screenshot shows the Nusuk Hajj website interface for selecting a preferred category. The page title is "Choose Your Preferred Category" and it includes a sub-header: "Selecting your preferred category allows us to personalize your experience. You have the flexibility to update your preference within your profile." Below this, there are two tabs: "Non-Shifting" and "Shifting". The "Non-Shifting" tab is active. The main content area displays three category cards: "STANDARD", "LUXURY", and "PREMIUM". The "LUXURY" card is highlighted with a green border. Each card has a "MARK AS PREFERRED" button. The "LUXURY" card details include: "Tailored with the highest level of service, ensuring a pleasant and indulgent experience", "5-Star Hotels", "10 Days (Min)", and "Majar Al-Kabsh or Al-Muaisim". The "STANDARD" card details include: "Compassing all the basic services needed for a pleasant and affordable Hajj journey", "3-Star Hotels or Residential Buildings", "14 Days (Min)", and "Majar Al-Kabsh or Al-Muaisim". The "PREMIUM" card details include: "A rounded blend of comfort and practicality, using a convenient Hajj journey", "4-Star Hotels", "10 Days (Min)", and "Majar Al-Kabsh or Al-Muaisim". The interface also features a navigation bar at the top with "Dashboard", "Packages", "Service Providers", and "EN" language options, and a user profile "MOHAMMED IBRAHIM". A progress bar at the top indicates the current step: "7. Browse Service Provider".

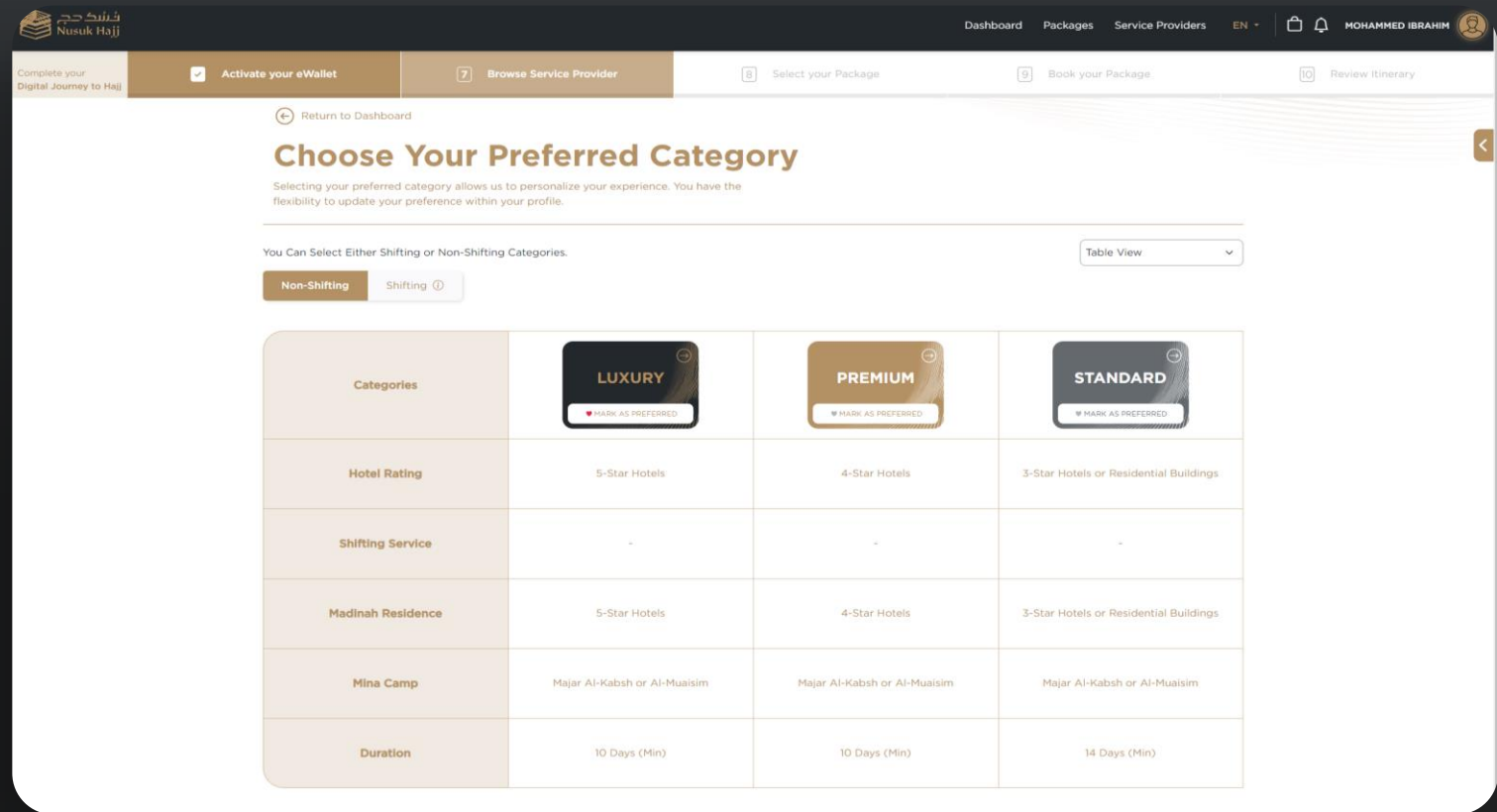
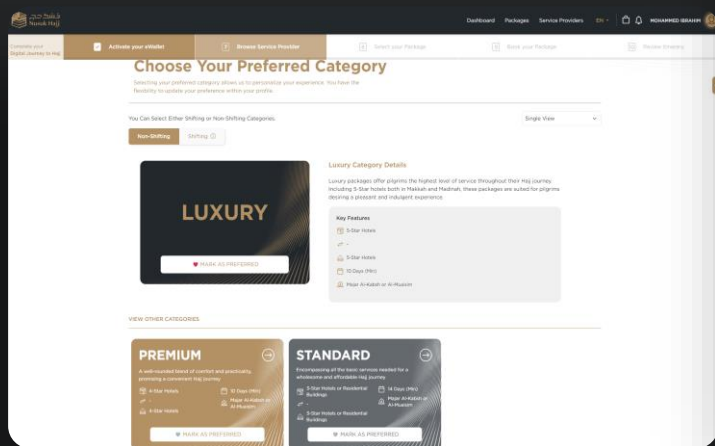
# 6. After Receiving application verification, we can view Packages and Select Preferred Category by pressing Mark as Preferred

Note: The available Categories are:

6.1.1. Luxury

6.1.2. Premium

6.1.3. Standard





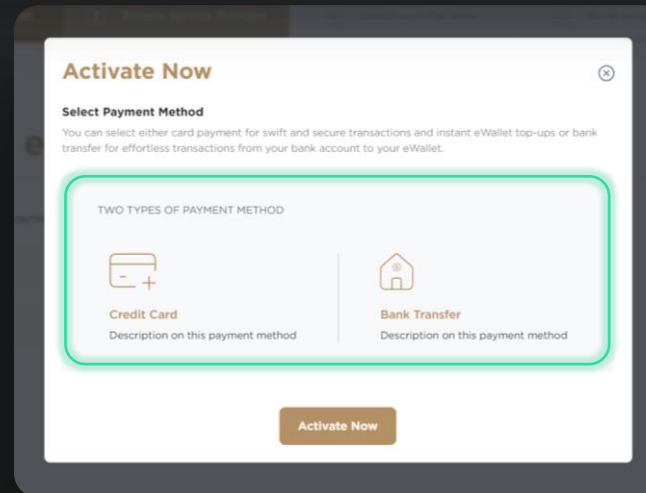
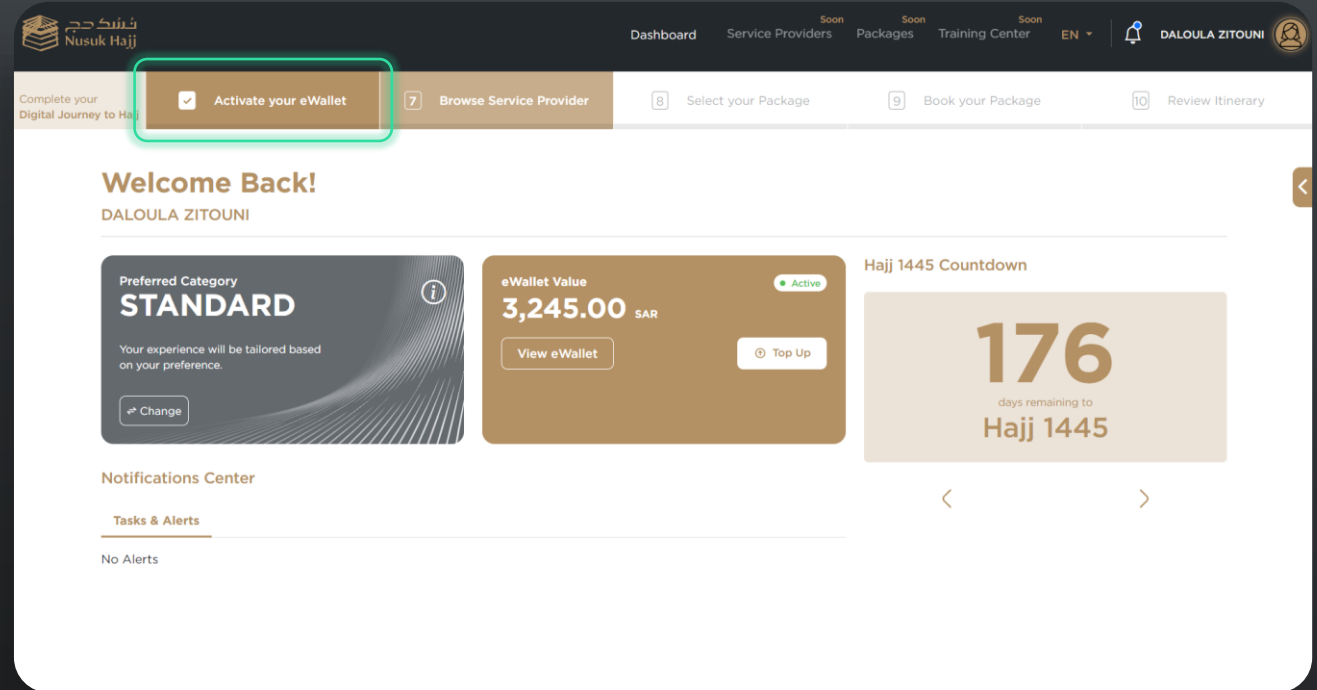
# 7. E-wallet:

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).



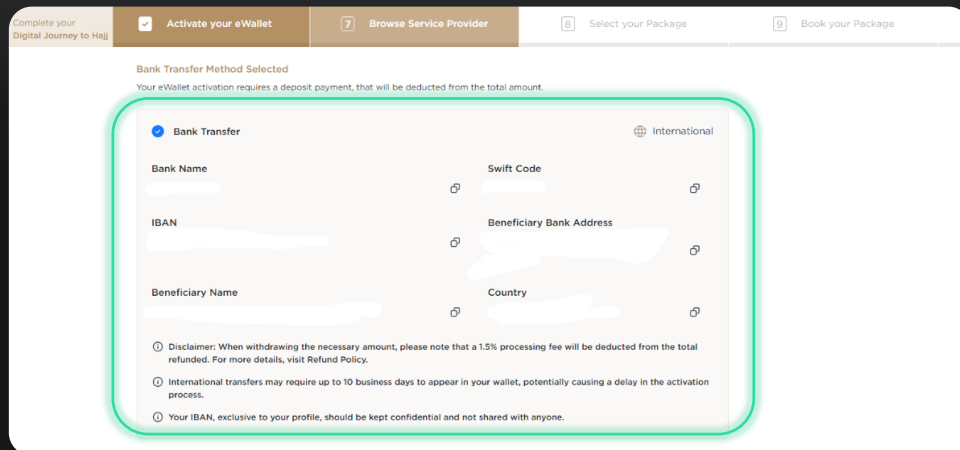
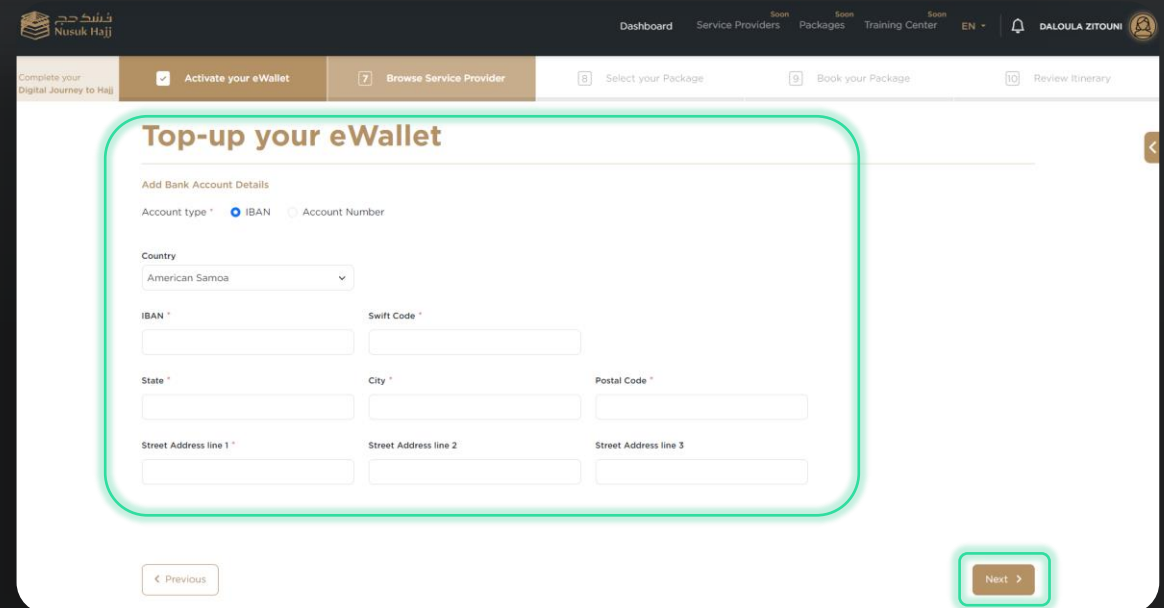
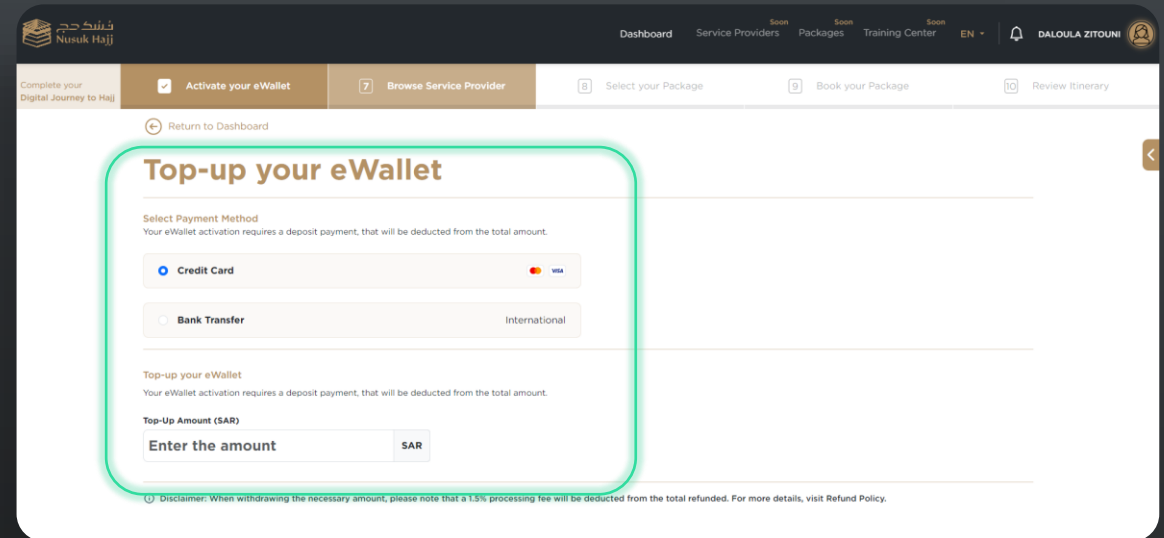
# 7. E-wallet:

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.*



## 7.2. View Wallet:

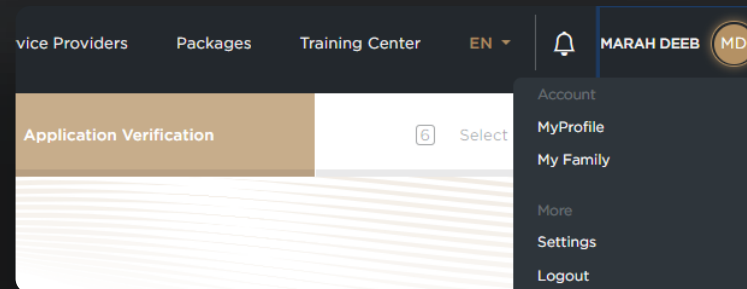
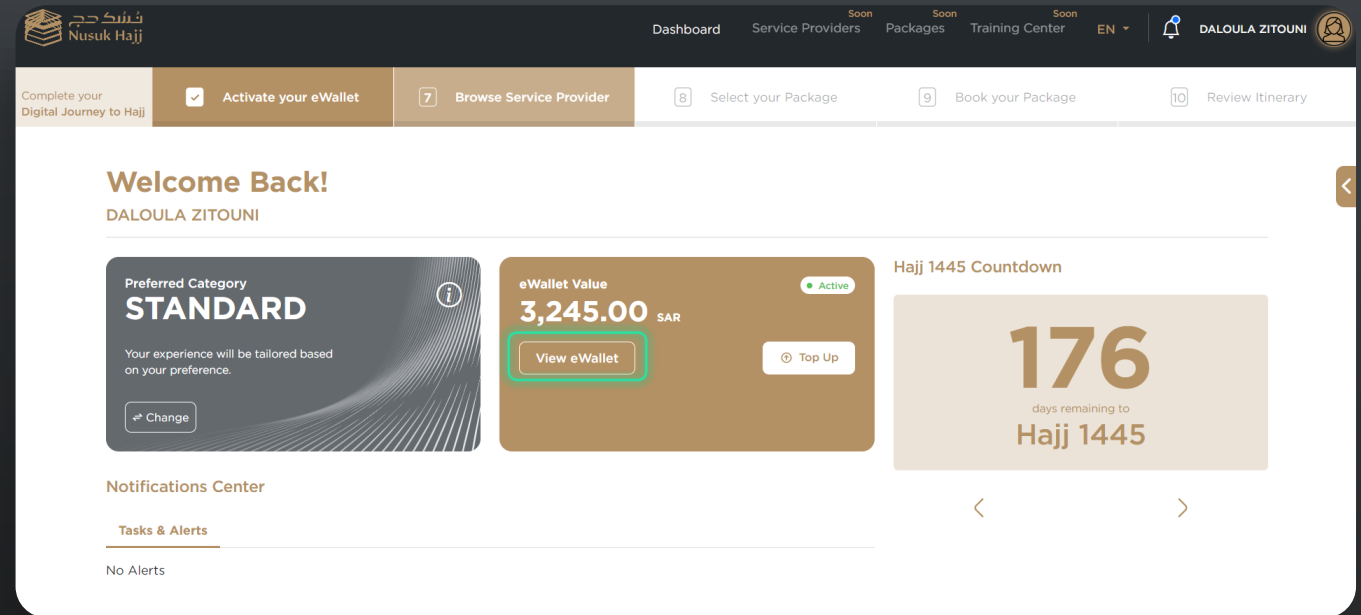
There are two ways to check your eWallet:

### 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.

The screenshot displays the 'My Wallet' interface on the Nusuk Hajj platform. The top navigation bar includes the Nusuk Hajj logo, a dashboard menu, and user information (Ahmad Tala). A progress bar at the top indicates the user's progress through various steps: Create an Account, Upload your Documents, Fill the Application, Application Verification, and Select Preferred Category.

The main content area is titled 'My Wallet' and includes a 'Wallet Active' status. The current balance is 44,500.00 SAR, with buttons for 'Withdrawal' and 'Top Up'. Below this is a 'Transactions History' table with columns for Activity, Date, Type, Transaction ID, Amount, and Balance. The table contains three entries:

Activity	Date	Type	Transaction ID	Amount	Balance	View
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

Below the transactions history is the 'Bank Account Details' section, which includes fields for Account Holder Full Name, Bank Name, SWIFT Code, IBAN Number, Account Number, Currency, Bank Address, and Bank Contact Number. A 'Change' button is located at the bottom right of this section.

# 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 Talal 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 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	View
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



# 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.

**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 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

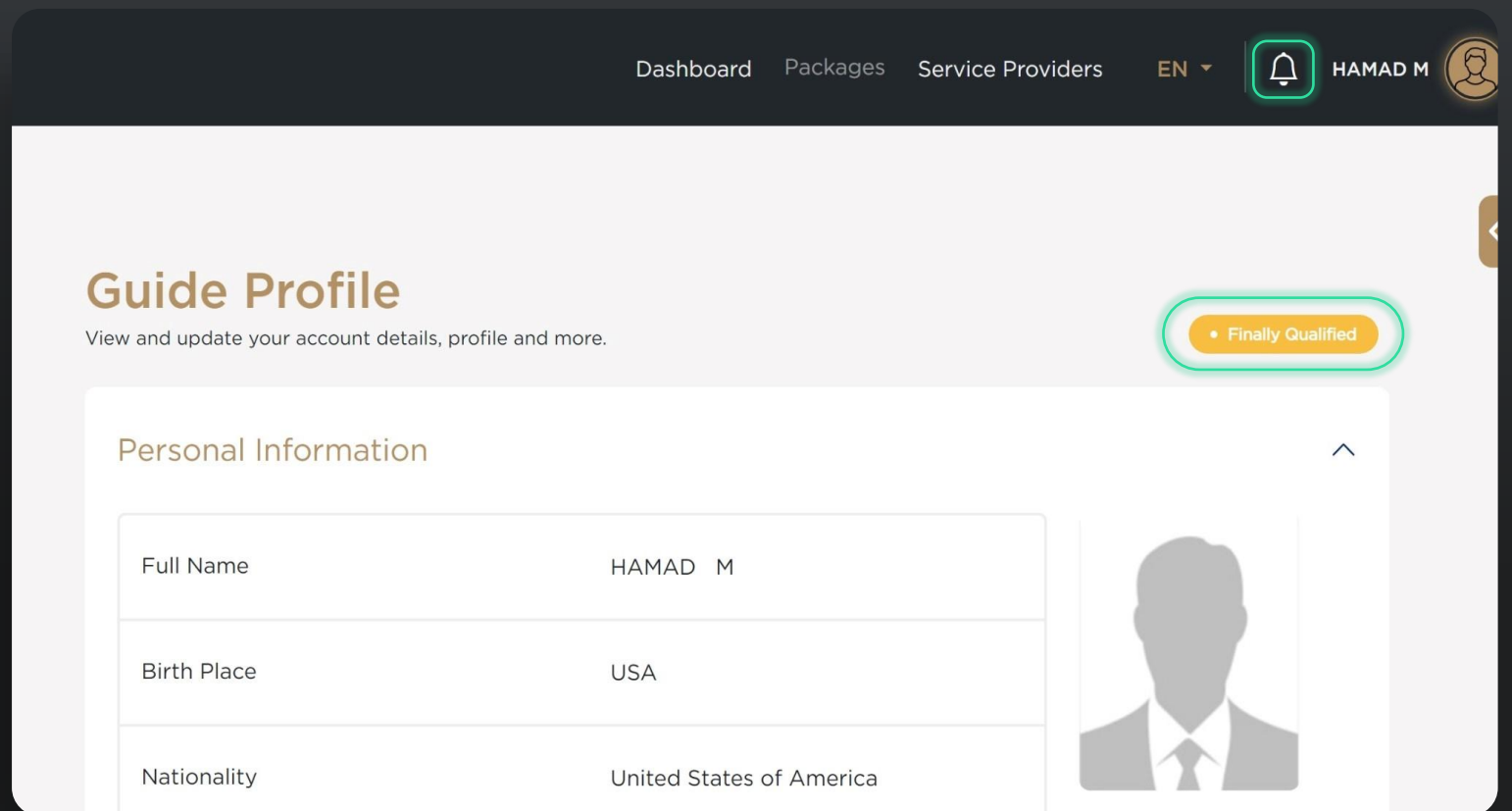
**8.2.1.** After completing registration and filling out the required information, the application will be submitted, and you will be contacted with approval or rejection.

**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 interface for a user profile. At the top, there is a navigation bar with links for 'Dashboard', 'Packages', and 'Service Providers', along with a language dropdown set to 'EN' and a user profile icon labeled 'HAMAD M'. A notification bell icon is also present. Below the navigation bar, the main heading is 'Guide Profile' with a subtext 'View and update your account details, profile and more.' A yellow badge with a green border says 'Finally Qualified'. The profile section is titled 'Personal Information' and contains a table with the following data:

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

To the right of the table is a placeholder for a profile picture, showing a silhouette of a person in a suit and tie.

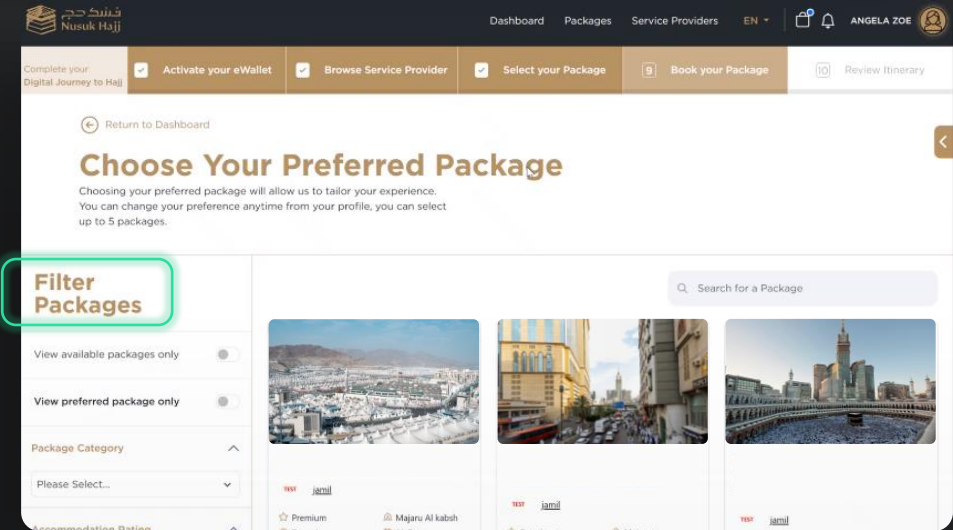
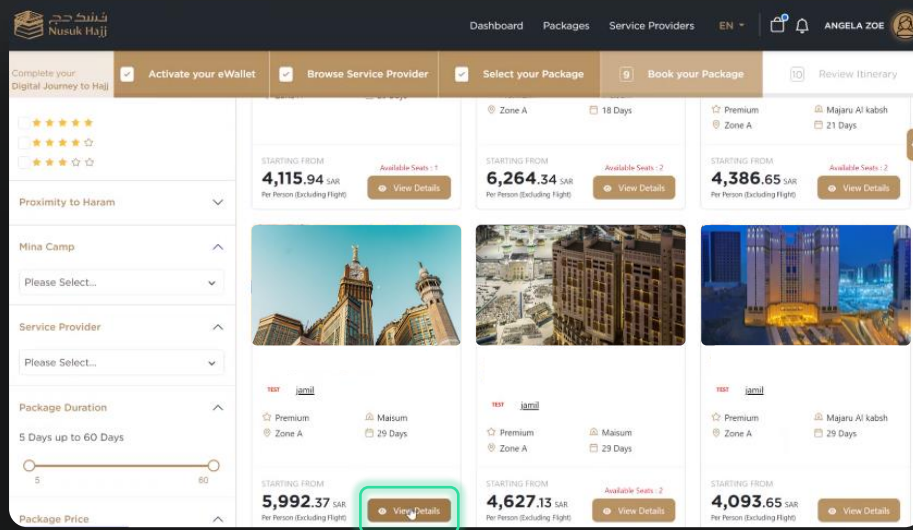
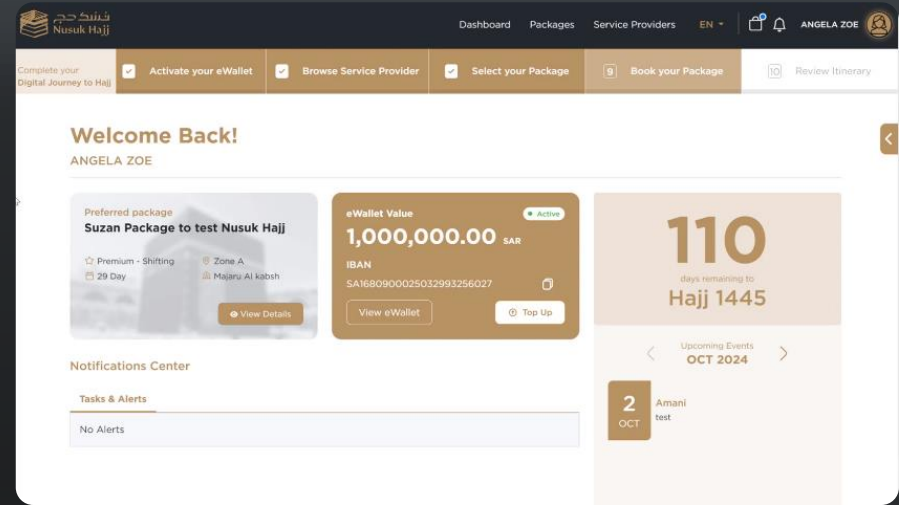
# 9. Packages:

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.

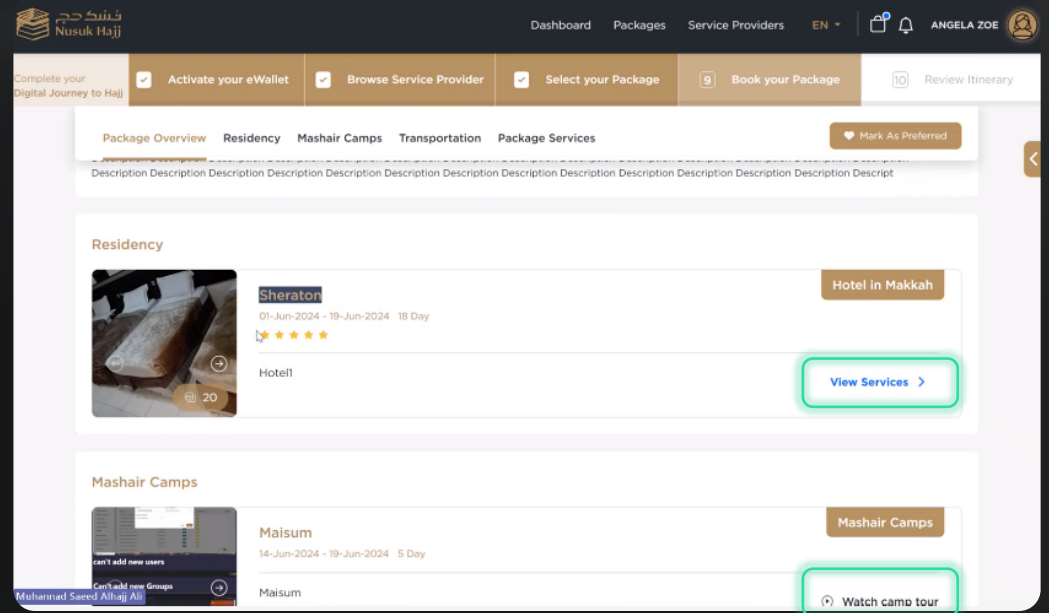
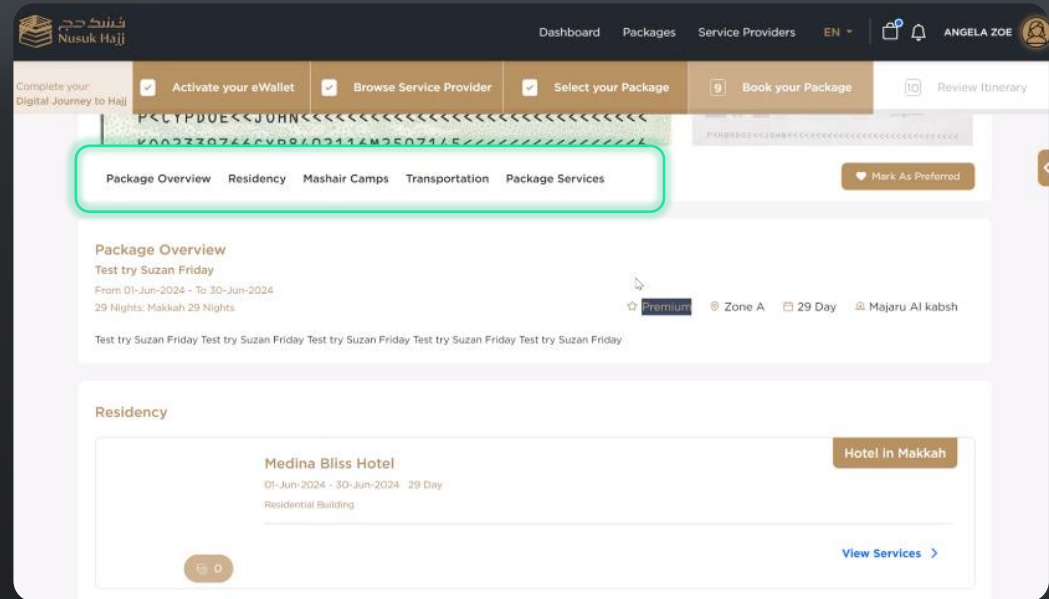
9.4.3. Transportation.

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.







# 10. Forget Password:

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

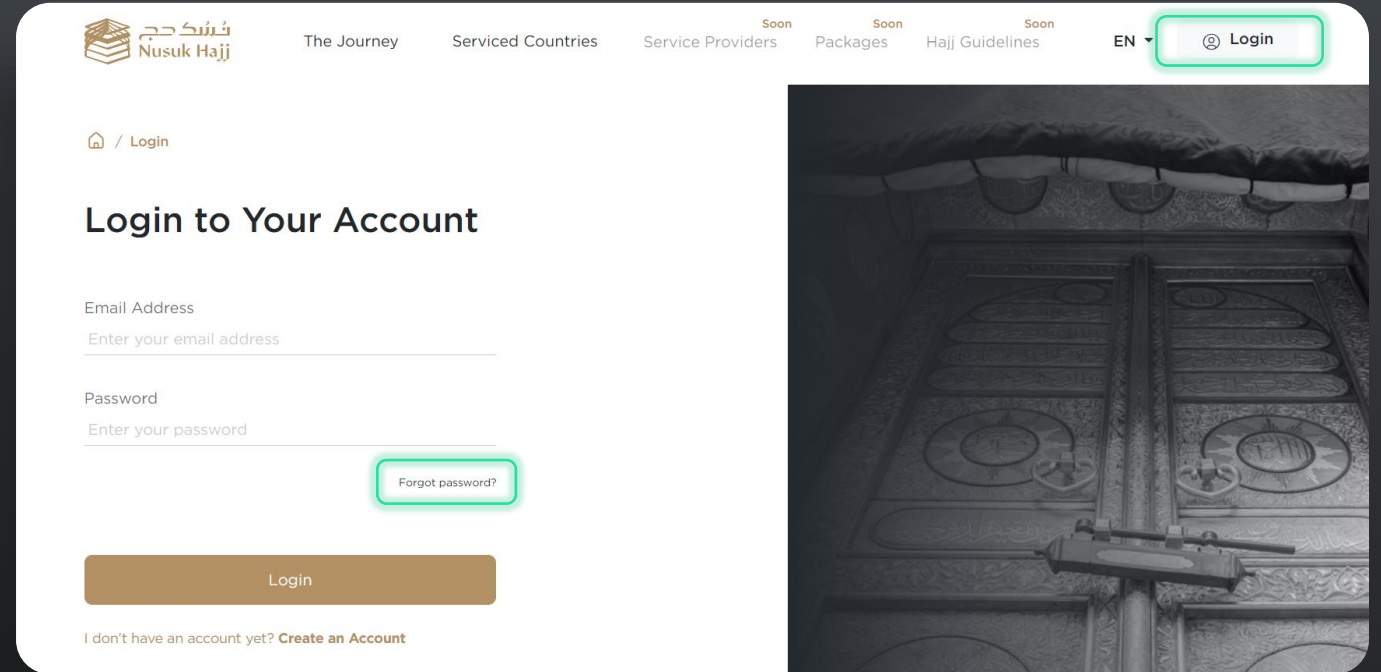
**10.1.** From Home page.

**10.2.** Go to Login.

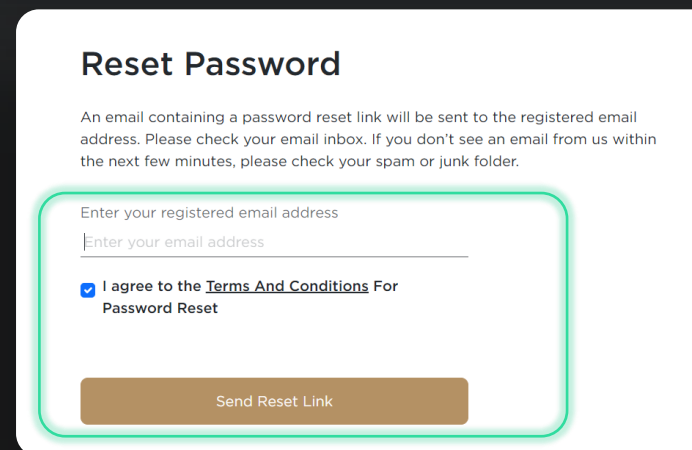
**10.3.** Press Forget Password

**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.



The screenshot shows the login page of the Nusk Hajj website. The header includes the logo and navigation links: 'The Journey', 'Serviced Countries', 'Service Providers', 'Packages', and 'Hajj Guidelines'. A 'Login' button is highlighted in the top right corner. The main content area is titled 'Login to Your Account' and contains two input fields: 'Email Address' and 'Password'. A 'Forgot password?' link is located below the password field. A 'Login' button is positioned below the input fields. At the bottom, there is a link for users who do not have an account: 'I don't have an account yet? Create an Account'.



The screenshot shows the password reset page. The title is 'Reset Password'. Below the title, there is a paragraph of text: 'An email containing a password reset link will be sent to the registered email address. 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 text is an input field for the registered email address. A checkbox is checked, indicating agreement to the terms and conditions for password reset. A 'Send Reset Link' button is located at the bottom of the form.

# 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 shows the 'Reset Password' page on the Nusuk Hajj website. At the top, there is a navigation bar with the Nusuk Hajj logo and links for 'The Journey', 'Serviced Countries', and 'Service Provider'. Below the navigation bar, there is a breadcrumb trail showing '/ Login'. The main content area is titled 'Reset Password' and contains two input fields: 'New Password' with the placeholder text 'Enter Your New Password' and 'Confirm your Password' with the placeholder text 'Confirm Your New Password'. Below these fields, there is a section titled 'Password Strength Requirements' with a bulleted 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 (@#\$\$%\*&)'.

**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](https://hajj.nusuk.sa)



Support Email  
[Support@hajj.nusuk.sa](mailto:Support@hajj.nusuk.sa)



Support Centers  
**(Booking an Appointment)**



Call Center  
**+966 9200 31201**



Social Media  
**Hajj\_Nusuk**



Thank you



نُسُك حَج  
Nusuk Hajj