

Navigating Nusuk

Step 1: Create an Account

Step 2: Upload Documents

Step 3: Fill the Application

www.an-nakhlah.com

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10 STEPS CLOSER TO 1445 HAJJ




Step 1: Creating an account

1.1-Start your journey with Nusukby selecting “Start Registration”



Step 1: Creating an account

1.2-Enter your Country of residence & type in your email address

 The Journey | Serviced Countries | Packages | Service Providers | Hajj Guidelines | EN | Login

Home / Registration

Create an Account to Start Your Journey

Select country of residence
Select your current country of residence from the provided list. The list includes all countries served for Hajj 1445H - 2024G.

Country of Residence
Please Select...


☐ I confirm this is my country of residence

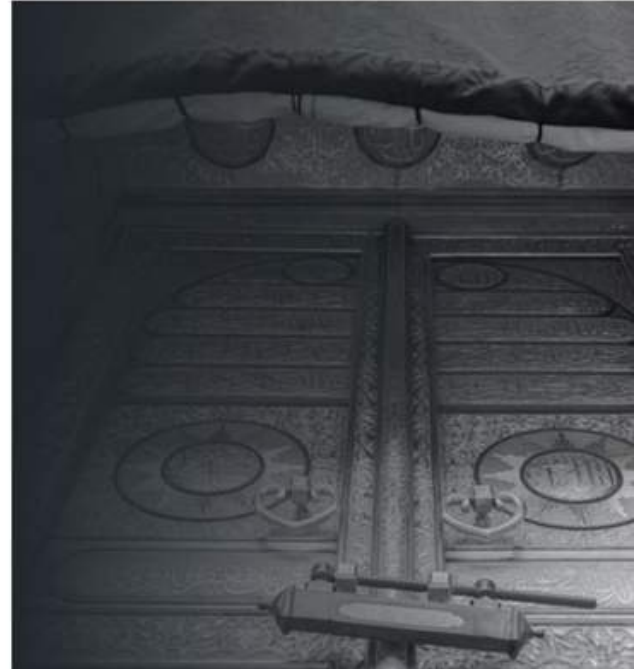
Create an Account

Insert Email Address

☐ I Hereby consent to the [Terms and Conditions](#) And [Privacy Policy](#)

☐ Subscribe to Receive All Email Updates


☐ I'm not a robot 



Step 1: Creating an account

1.3-Enter the OTP that was sent to the email you provided on the previous screen

Note, OTP expires in 5 minutes

 [The Journey](#) [Serviced Countries](#) [Packages](#) [Service Providers](#) [Hajj Guidelines](#) [EN](#) [Login](#)


[Home](#) / Registration

OTP Verification

An OTP code has been sent to the registered email address at e****@p****.au. 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

[Didn't receive the code?](#)
Resend in (04:52)

 **Nusuk Hajj**
A Journey of a Lifetime

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

About Hajj
[Nusuk Website](#)
[Privacy Policy](#)
[Terms and Conditions](#)
[FAQs](#)

Contact us
Support@hajj.nusuk.sa
+966 9200 31201
[f](#) [X](#) [i](#)

Step 1: Creating an account

1.4-Confirm your email address and Create a password

[The Journey](#)[Served Countries](#)[Packages](#)[Service Providers](#)[Hajj Guidelines](#)[EN](#)[Login](#)[/ Registration](#)

Create a Password

Confirm Email Address



Enter your email address here

New Password

Enter your password



Enter your password here

Confirm your Password

Enter your 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 (@#\$%*&)
- The confirmed password matches new password.

Create an Account



Step 1: Creating an account

1.5-Login to Your Account



[The Journey](#)

[Serviced Countries](#)

[Packages](#)

[Service Providers](#)

[Hajj Guidelines](#)

[EN](#)

[Login](#)

[Home](#) / [Login](#)

Login to Your Account

Email Address

Password

[Forgot password?](#)

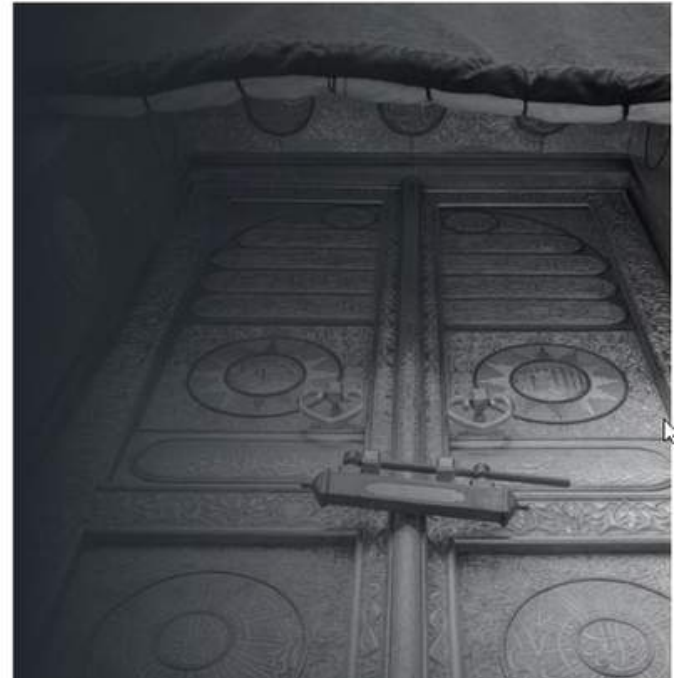
☐

I'm not a robot




Login

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



Step 2: Upload Documents

2.1-Upload your documents (Passport –Personal Photo –Proof of Residence)

EN

Complete your Digital Journey to Hajj

2 Upload your Documents

3 Fill the Application


4 Application Verification


5 Select Preferred Category

6 Activate your eWallet

Upload Your Documents


Please ensure the highest possible quality of your documents. Review documents before uploading.

**Attached Passport**
Accepted format: PNG or JPG
Dimensions: maximum of 400 x 600 pixels
File Size: up to 3MB
Guideline: Please ensure the passport is valid for at least 6 months.

**Personal Photo**
Accepted format: PNG or JPG
Dimensions: maximum of 300 x 300 pixels
File Size: up to 10KB
Guideline: Please ensure the photo is clear and recent.

[< Previous](#)

Uploading Guide



Guidelines for Document Upload

Before proceeding with the document upload, please review and ensure the accuracy of the uploaded documents

Proceed

→

[View Uploading Guide](#)

Upload Document

Drop Files Here To Upload

Upload Document

Drop Files Here To Upload

Save & Continue Later

Next

Uploading Guide

Each section will provide you with a guide on how to upload

1 Passport Upload

To streamline your experience, kindly adhere to the following guidelines while uploading your passport:

Accepted format: PNG or JPG.

Dimensions: Maximum of 800 x 400 pixels.

File Size: Up to 1 MB.

Please make sure the main page of your passport is clearly visible in the photo.



2 Personal Photo Upload

To streamline your experience, kindly adhere to the following guidelines while uploading your personal photo:

Accepted format: PNG or JPG.

Dimensions: Maximum of 200 x 200 pixels.

File Size: Up to 18 KB. Photo must be consistent with passport image guidelines.

Background: The photo background should be white, and please wear formal attire.



3 Proof of Residence Upload

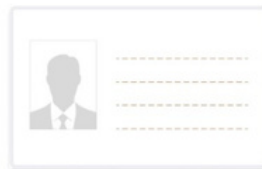
To streamline your experience, kindly adhere to the following guidelines while uploading your proof of residency:

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.



Here are the steps for resizing images in pixels using Windows Paint:

Passport: 800x400 pixels (1MB max)


Personal Photo: 200x200 pixels (up to 18KB)

Proof of Residence: 800x400 pixels (1MB)

1. Open the photo you would like to resize in Paint.
(You can either open with Paint or paste the photo in Paint)
2. Click the "Resize" button in the "Image" section of the toolbar.
3. Make sure "Pixels" has a black dot next to it. If not, click the circle next to "Pixels" to ensure that your image's changes will be measured in Pixels.
4. In the "Resize and Skew" window that appears, make sure the "Maintain Aspect Ratio" box is unchecked.
5. In the "Horizontal" and "Vertical" fields under "Resize," enter "200" (the appropriate value for both height and width).
6. Click "OK" to resize your photo.
7. Save your resized image by clicking "File" and selecting "Save As."
8. Choose a location to save your photo and give it a name.
9. It is best to save in jpg format, but PNG is also accepted.
10. Click the "Save" button to save your resized photo.

Step 2: Upload Documents

2.2-You will see a summary of your answers and uploaded attachments

EN

1

2

3

4

5

6

Complete your Digital Journey to Hajj

Upload your Documents

Fill the Application

Application Verification

Select Preferred Category

Activate your eWallet

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

Edit

First Name (English) *


Second/Father Name (English)

Other/G.Father Name (English)


Last Name (English) *

Passport Expiry Date *
Passports must be valid for at least 6 months before the date of arrival in the Kingdom of Saudi Arabia


2 Personal Photo



3 Uploaded Documents

Attached Passport

View Delete

Personal Photo

View Delete

☐ I consent to the use of the provided data exclusively for facilitating the Hajj Journey, including visa issuance.

☐ I confirm the accuracy of every detail, in line with the official documents uploaded. Any discrepancies could have an impact on my visa and flight arrangements.

Previous

Save & Continue Later

Next

Check the boxes and click Next below

Step 2: Upload Documents

2.3-Click continue to submit and confirm your submission

The screenshot shows the 'Your Data's New Zealand Visa' application interface. The top navigation bar includes the logo and the text 'Your Data's New Zealand Visa'. Below it, a progress bar shows five steps: 1. Complete your Digital Journey to New Zealand, 2. Upload your Documents (active), 3. Fill the Application, 4. Application Verification, 5. Select Preferred Category, and 6. Activate your arrival. The main form area is partially visible, showing fields for 'Issue Place' (Australia), 'Date of Issuance' (30-Mar-2018), and 'Passport Expiry Date'. Below these is a section titled '3 Uploaded Documents' with two items: 'Attached Passport' and 'Personal Photo', each with a 'View' and 'Delete' link. A modal dialog box titled 'Confirm Submission' is centered on the screen. It contains an information icon, the title 'Confirm Submission', and the text: 'By clicking on "Continue to Submit", you confirm the submission of your legal documents.' At the bottom of the dialog are two buttons: 'Cancel' and 'Continue to Submit'. At the bottom of the main form, there are two checkboxes: 'I consent to the use of the provided data exclusively for facilitating the New Zealand Journey, including visa issuance.' and '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.' Below the checkboxes are two buttons: 'Previous' and 'Save & Continue Later'. A 'Next' button is also visible on the right side of the form.


Confirm Submission

By clicking on "Continue to Submit", you confirm the submission of your legal documents.

Cancel Continue to Submit

Step 3: Fill the Application

3.1-Complete the application form

EN

Complete your Digital Journey to Hajj

2 Upload your Documents

3 Fill the Application

4 Application Verification

5 Select Preferred Category

6 Activate your eWallet

Application Form

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

1 Contact Details

Email <input type="text"/>	Mobile Contact Number * <input type="text" value="+966 51 234 5678"/>	Saudi Mobile Number <input type="text" value="+966 5"/>	Social Status * <input type="text" value="Please Select..."/>
Emergency contact full name <input type="text" value="Enter..."/>	Emergency contact number <input type="text" value="+966 51 234 5678"/>	Street Address * <input type="text" value="Enter..."/>	Home Address * <input type="text" value="Enter..."/>
P.O. Box <input type="text" value="Enter..."/>	Zip Code / Postal Code <input type="text" value="Enter..."/>	Apartment/House number * <input type="text" value="Enter..."/>	Nearest Embassy to you * <input type="text" value="Please Select..."/>

2 Occupational Details

Occupation * <input type="text" value="Enter..."/>	Current Employer * <input type="text" value="Enter..."/>	Previous Employer * <input type="text" value="Enter..."/>	Name of Sector * <input type="text" value="Please Select..."/>
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Work contact number

3 Arrival Details (to the best of your knowledge)

Expected Entry date to the KSA * <input type="text" value="Enter..."/>	Total Expected Days in the KSA <input type="text" value="Enter numbers of days"/>	Expected Travel Method * <input type="text" value="Please Select..."/>	<input type="text"/>
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< Previous

Save & Continue Later

Next >

Step 3: Fill the Application

3.2-Complete the application form

EN

Complete your Digital Journey to Hajj

3 Fill the Application

4 Application Verification

5 Select Preferred Category

6 Activate your eWallet

7 Browse Service Provider

Application Form

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

4 Background Details Part 1 of 2

Previously Received a Visa To Enter KSA? *

☐ Yes ☒ No

Please Provide Description

Previous Visa Rejection To Enter KSA? *

☐ Yes ☒ No

Please Provide Description

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

☐ Yes ☒ No

Please Provide Description

Do You Have Relatives Residing in KSA?

☐ Yes ☒ No

Relative Full Name

Please Provide Description

Relative Relation

Please Select...

[Add another relative](#)

Do You Hold Other Nationalities?

☐ Yes ☒ No

Select Nationality

Please Select...

[Add Nationality](#)

Date of Issuance

DD-MMM-YYYY

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

☐ Yes ☒ No

Select Country

Please Select...

Reason of Travel

Please Provide Description

Travel Dates (From date)

DD-MMM-YYYY

Travel Dates (To date)

DD-MMM-YYYY


[Add travel history](#)

[< Previous](#)

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

Step 3: Fill the Application

3.3-Complete the application form

EN

Complete your Digital Journey to Hajj

3 Fill the Application

4 Application Verification

5 Select Preferred Category

6 Activate your eWallet

7 Browse Service Provider

Application Form

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

4 Background Details Part 2 of 2

Have You Ever Been Deported From Any Country Including Saudi Arabia for Any Reason Including Violating the Residency System? *

☐ Yes ☐ No

Please Provide Description

Have You Ever Served in the Armed Forces, the Internal Security Forces, any State-Sponsored Forces, any Private Entity, or an Intelligence Agency (Whether the Job is Civilian, Military, or Through a Contractor)? *

☐ Yes ☐ No

Please Provide Description

Have You Ever Been Arrested or Convicted in Terrorism - Related Cases? *

☐ Yes ☐ No

Please Provide Description

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 *

☐ Yes ☐ No

Please Provide Description

Do You Have Any Physical Disability? *

☐ Yes ☐ No

Please Provide Description

Have You Ever Worked in the Media or Political Field? *

☐ Yes ☐ No

Please Provide Description

Have You Ever Been Sentenced to Prison in Your Country or Any Country? *

☐ Yes ☐ No

Please Provide Description

Have You Ever Been Arrested/Convicted in Smuggling or Money Laundering Cases or Wanted by Interpol? *

☐ Yes ☐ No

Please Provide Description

Have the Required Vaccinations Been Taken? *

☐ Yes ☐ No

Please Provide Description

< Previous

Save & Continue Later

Next >

Step 3: Fill the Application

3.4-Complete the application form

EN

Complete your Digital Journey to MAB

1 Fill the Application


2 Application Verification


3 Select Preferred Category


4 Activate your eWallet


5 Browse Service Provider

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

Service providers will make every effort to meet your chosen personal preferences to the best of their ability

< Previous

Save & Continue Later

Next >

Step 3: Fill the Application

3.5-Scroll to the bottom of the Summary page, where you may now add family members, or you can do it at a later stage

Note: It is recommended to create your own account first and then add your family members, to ensure that you can book together

Complete your Digital Journey to Hajj

1 Fill the Application

4 Application Verification

5 Select Preferred Category

6 Activate your eWallet

7 Browse Service Provider

Summary

Kindly review all the provided information below before proceeding. You can edit your data if needed.

1 Contact Details

Edit

Email

Mobile Contact Number

Saudi Mobile Number

Emergency contact full name

Emergency contact number

Home Address

☐ I consent to the use of the provided data exclusively for facilitating the Hajj Journey, including visa issuance.

☐ I acknowledge that by registering in the Portal, 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 all [Terms and Conditions](#)

Step 3: Fill the Application

3.6-If you decide to add a family member at this point of your account creation, you will need to enter these details

Note: It is recommended to create your own account first and then add your family members, to ensure that you can book together

The screenshot shows the 'Add family member' form on the NHS.uk website. The form is titled 'Add family member' and includes a close button (X) in the top right corner. The text inside the form reads: '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.' Below this text, there are three input fields: 'Family Member's Email Address' with a 'Verify Email' button, 'This Member is My:' with a 'Please Select...' dropdown, and 'Family Member's Country of Residence' with a dropdown showing 'Australia'. At the bottom of the form, there is a link to 'FAQ - Family Member' and two buttons: 'Cancel' and 'Add family member'. Three green arrows point to the 'Family Member's Email Address' field, the 'This Member is My:' dropdown, and the 'Family Member's Country of Residence' dropdown. The background shows the NHS.uk website interface with a dark header and a sidebar on the left.

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](#)

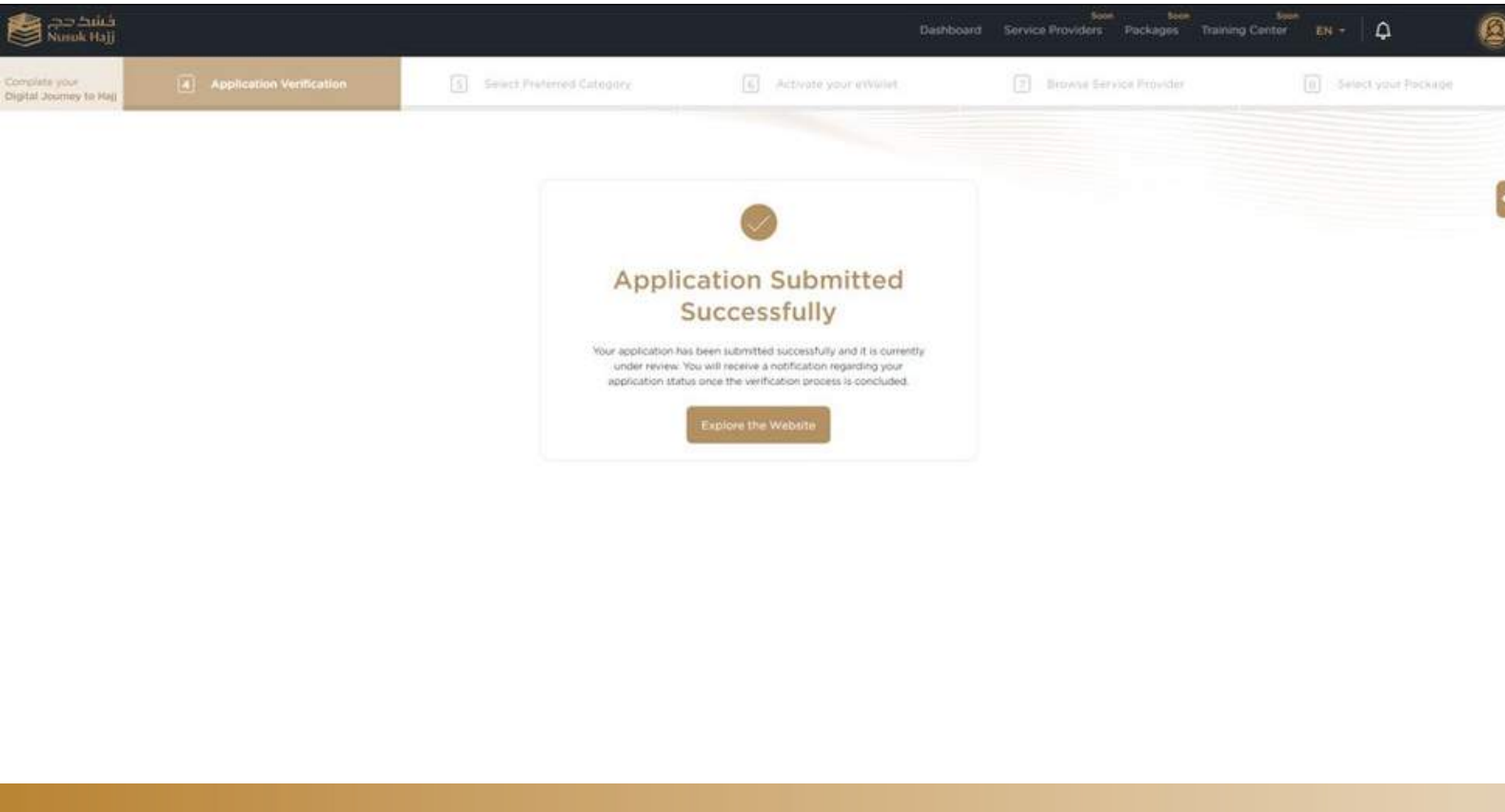
This Member is My:

Family Member's Country of Residence:

[FAQ - Family Member](#) [Cancel](#) [Add family member](#)

Step 3: Fill the Application

3.7-Submit your application



Step 3: Fill the Application

3.8-You can login at any time to view your application status, profile and add family members

The screenshot displays the Nusuk Hajj application portal. The top navigation bar includes links for Dashboard, Service Providers, Packages, Training Center, and a language selector (EN). A progress bar below the navigation bar shows steps: 1. Complete your Digital Journey to Hajj, 2. Application Verification, 3. Select Preferred Category, 4. Activate your eWallet, 5. Browse Service Provider, and 6. Select your Package.

The main content area is titled "My Profile" with the subtitle "View and edit your account information". The left sidebar contains navigation links: "My Profile" (highlighted with a green arrow), "My Family" (highlighted with a green arrow), and "FAQ - Support Page".

The "My Profile" section includes a "Personal Information" form with the following fields:

- First Name (English)
- Second/Father Name (English)
- Third Name (English)
- Last Name (English)
- First Name (Arabic)
- Second/Father Name (Arabic)
- Third Name (Arabic)
- Last Name (Arabic)

An "Edit" button is located at the top right of the form. To the right of the form is a placeholder box for a profile picture.

The "Application Status" section is located at the top right of the main content area, showing a status of "Under Verification" (highlighted with a green arrow).

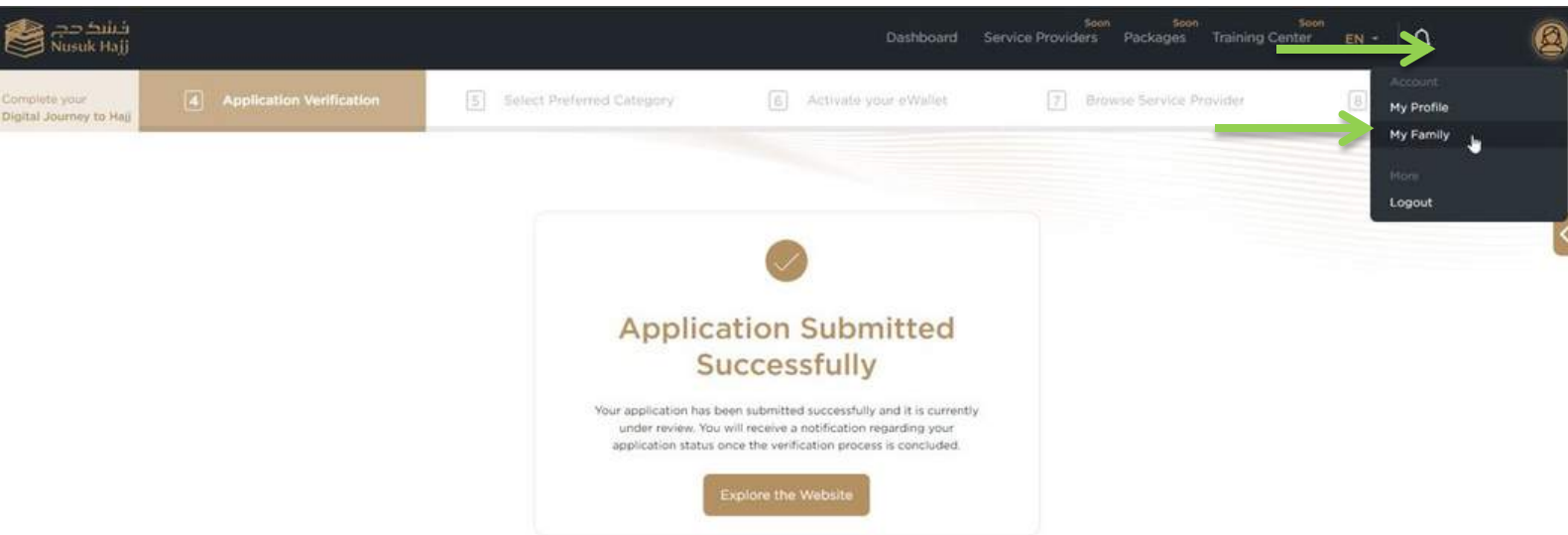
Refer to the FAQ Help & Support pages as these are constantly updated with the latest information

The screenshot shows the top navigation bar of the Nusuk Hajj website with links for 'The Journey', 'Serviced Countries', 'Packages', 'Service Providers', 'Hajj Guidelines', 'EN', and 'Login'. Below the navigation bar is a large banner with the text 'Help & Support' and a sub-header: 'This section provides you with the answers to the most commonly asked questions, ensuring a seamless journey with us. For additional assistance, our dedicated support channels are here to help.' Below the banner is a search bar with the text 'Search' and a 'Search' button. Below the search bar is a row of eight icons representing different sections: 'About the Platform', 'Registration', 'Family Members', 'Packages', 'Booking', 'Complaints', 'Locations', and 'Visa & Mobility'. Below this row is a list of three questions with expandable answers: 'What is Nusuk Hajj?', 'What is the Target Audience?', and 'What are the registration steps?'. Each question has a downward arrow icon next to it.

The screenshot shows the top navigation bar of the Nusuk Hajj website with links for 'The Journey', 'Serviced Countries', 'Packages', 'Service Providers', 'Hajj Guidelines', 'EN', and 'Login'. Below the navigation bar is a section titled 'SUPPORT CONTACT CHANNELS' with the text: 'Do you still have additional questions? You can reach out to our support team via any of these channels.' Below this text are five contact channels, each with an icon, a title, a description, and a button: 'Live Chat' (microphone icon), 'Support Email' (envelope icon), 'Support Centers' (location pin icon), 'Social Media' (video camera icon), and 'Call Center' (phone handset icon). Below the contact channels is a row of three icons representing different sections: 'About the Platform', 'Registration', and 'Family Members'. Below this row is a list of three questions with expandable answers: 'What is Nusuk Hajj?', 'What is the Target Audience?', and 'What are the registration steps?'. Each question has a downward arrow icon next to it.

To Edit My Family after creating your account

1. From my profile, Click on “My Family”



To Edit My Family after creating your account

2. Select “Add a newfamily member”

The screenshot displays the Nusuk Hajj user interface. At the top, a dark navigation bar contains the Nusuk Hajj logo, a progress bar with steps 4 through 8, and links for Dashboard, Service Providers, Packages, Training Center, and language settings. The left sidebar lists navigation options: Dashboard / Profile, My Profile, My Family (highlighted), and FAQ - Support Page. The main content area is titled 'My Family' and includes a sub-header 'Admin Account Information' with a table listing the user as '(Me)' and 'Admin'. Below this, the 'Family Members on Nusuk Hajj' section shows a green arrow pointing to a brown button labeled 'Add a new family member'. A note at the bottom right of this section states 'Maximum number of members: 8'. The footer contains logos for the Ministry of Hajj and Umrah, the Pilgrim Experience Program, and the Vision 2030 logo.

Nusuk Hajj

Dashboard Service Providers Packages Training Center EN

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

Dashboard / Profile

My Profile

My Family

FAQ - Support Page

My Family

View and manage family members' applications, add new members and more.

Admin Account Information

(Me)	Admin	Update Profile
------	-------	----------------

Family Members on Nusuk Hajj

You can view and manage your family members' applications, add new members and more. [Learn More](#)

Add a new family member

Maximum number of members: 8

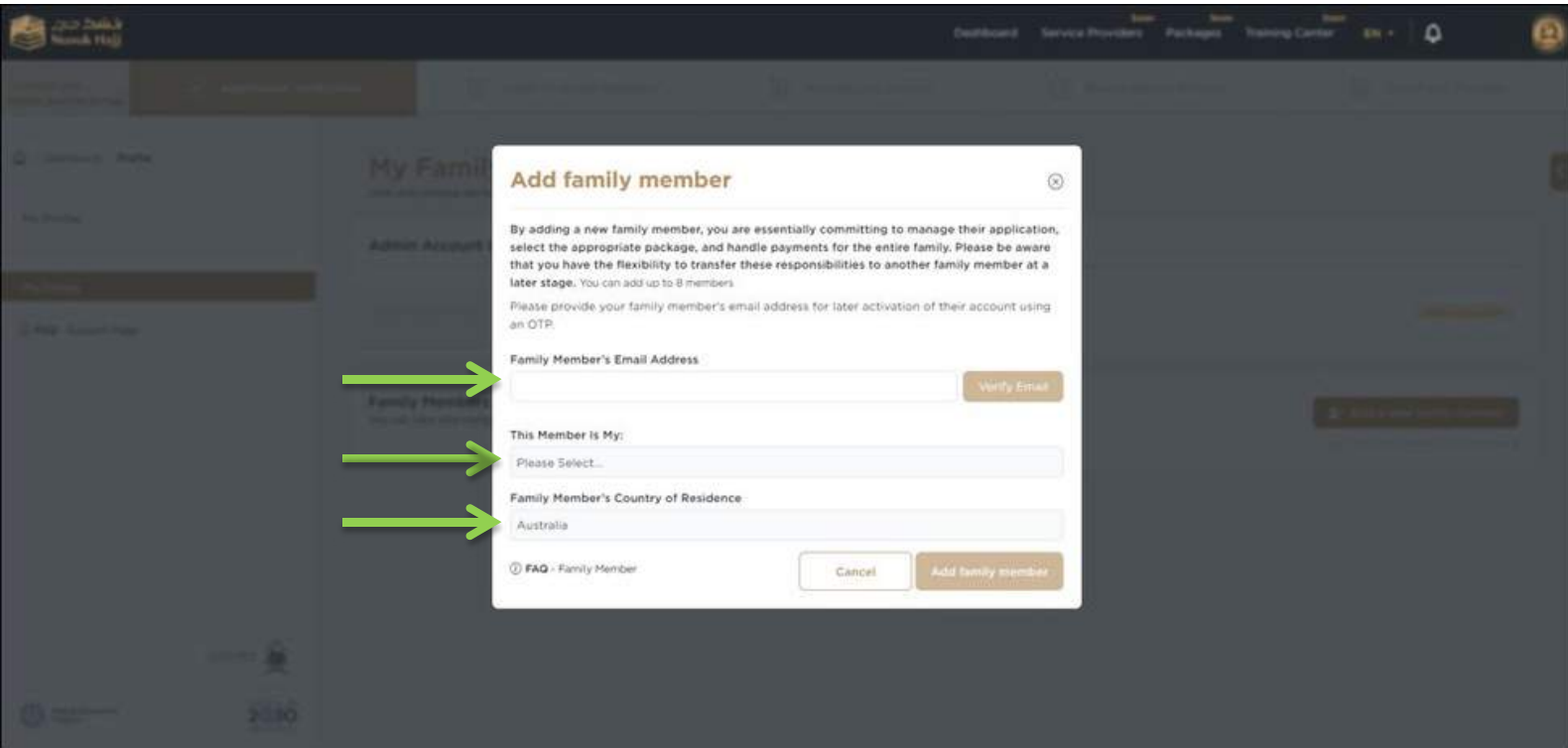
Ministry of Hajj and Umrah

Pilgrim Experience Program

VISION 2030

To Edit My Family after creating your account

3. Follow the steps and enter the required information



The screenshot shows a web application interface with a dark sidebar and a main content area. A modal titled "Add family member" is open in the center. The modal contains the following text and form elements:

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:

Family Member's Country of Residence

FAQ - Family Member

Cancel **Add family member**

Three green arrows point to the input fields for "Family Member's Email Address", "This Member Is My:", and "Family Member's Country of Residence".



hajj.nusuk.sa

