

# Navigating Nusuk

**Step 1: Create an Account**

**Step 2: Upload Documents**

**Step 3: Fill the Application**

[www.rihlaat.org](http://www.rihlaat.org)

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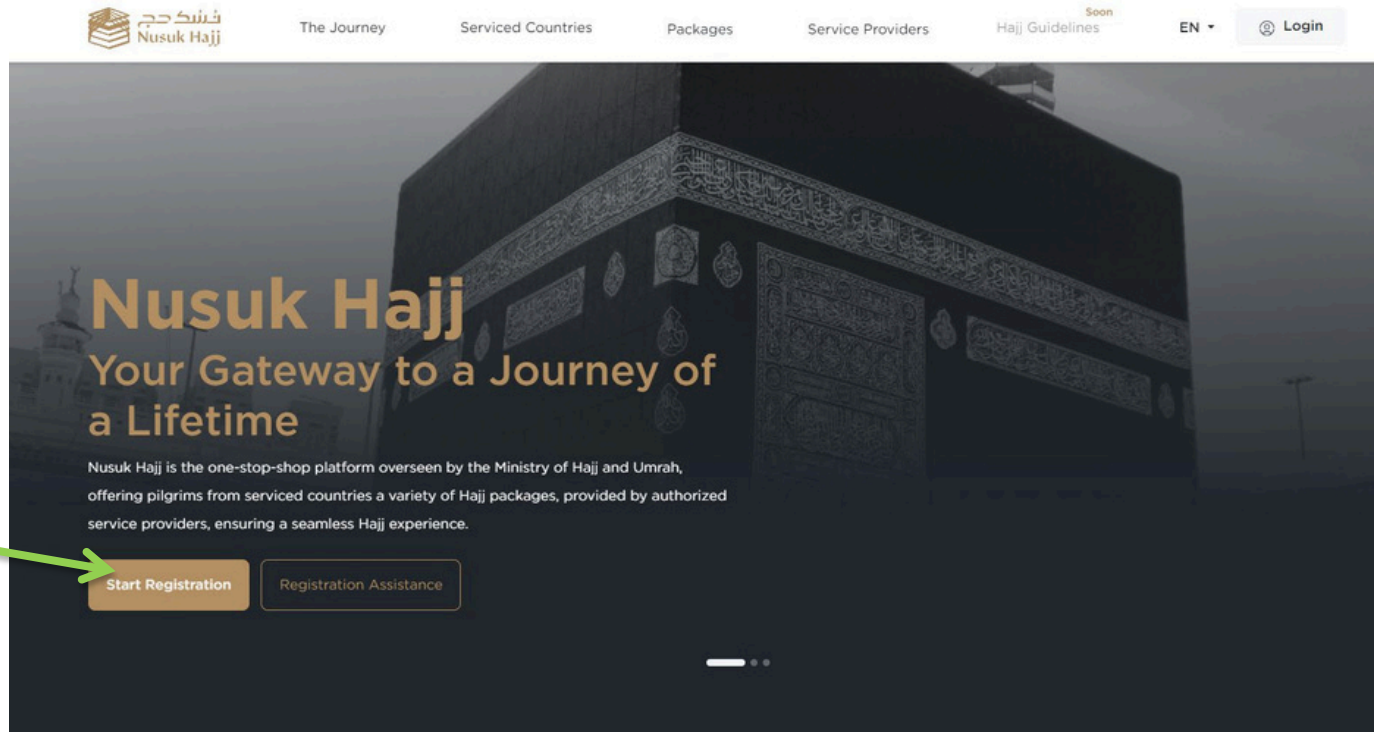


10 STEPS CLOSER TO 1445 HAJJ



# 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](#)[Served 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

**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](#)

[Home](#) / [Registration](#)

### Create a Password

Confirm Email Address  Enter your email address here

New Password  Enter your password

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 Soon  
EN   Login


 / Login

### Login to Your Account

Email Address

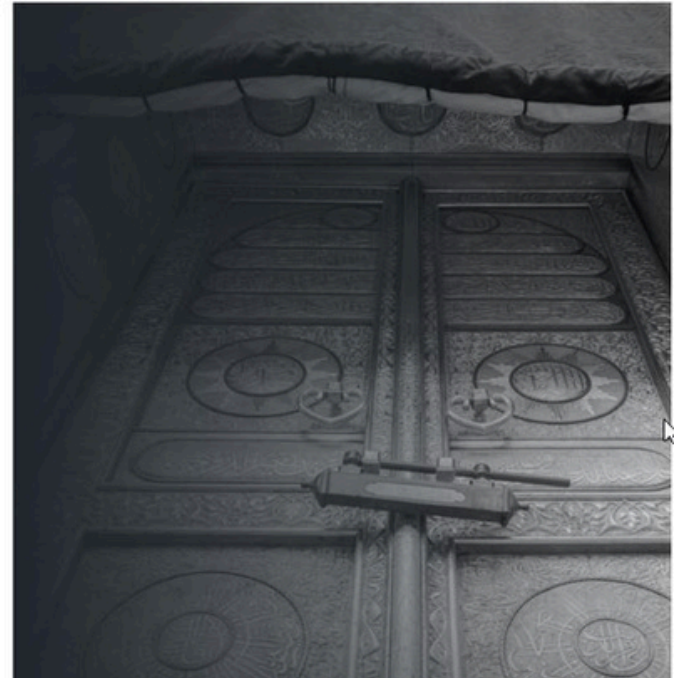
Password

[Forgot password?](#)

☐ I'm not a robot   
reCAPTCHA  
Privacy - Terms

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 1MB.  
**Guideline:** Please ensure the passport is valid for at least 6 months.




**Personal Photo**  
Accepted format: PNG or JPG.  
Dimensions: maximum of 200 x 200 pixels.  
File Size: up to 10KB.  
**Guideline:** Please ensure the photo is clear and recent.

Previous

Proceed


### 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

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

### 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 displays the 'Hajj Journey To Hajj' application interface. The top navigation bar includes the logo and the text 'Hajj Journey To Hajj'. Below it, a progress bar shows five steps: 1. Complete your Hajj Journey To Hajj, 2. Upload your Documents (active), 3. Fill the Application, 4. Application verification, 5. Select Preferred Category, and 6. Activate your entry point.


The main form area is divided into two sections. The top section contains fields for 'Issue Place' (Australia), 'Date of Issuance' (20-Mar-2013), and 'Passport Expiry Date' (with a note: 'Passports must be valid for at least 6 months before the date of arrival in the Kingdom of Saudi Arabia'). The bottom section is titled '3 Uploaded Documents' and lists 'Attached Passport' and 'Personal Photo', each with 'View' and 'Delete' links.

A modal dialog 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.' Below this text are two buttons: 'Cancel' and 'Continue to Submit'.

At the bottom of the form, there are two checkboxes with consent text: 'I consent to the use of the provided data exclusively for facilitating the Hajj 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 these are two buttons: 'Previous' and 'Save & Continue Later'. A 'Next' button is also visible on the right side of the form.

# 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..."/>
Work contact number <input type="text"/>			


#### 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"/>
---	--	---	----------------------

< Previous Save & Continue Later Next >

# Step 3: Fill the Application

## 3.2-Complete the application form

EN

3 Fill the Application4 Application Verification5 Select Preferred Category6 Activate your eWallet7 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

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

[Add another relative](#)

Relative Relation

Please Select...

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...

[Add travel history](#)

Reason of Travel

Please Provide Description

Travel Dates (From date)

DD-MMM-YYYY

Travel Dates (To date)

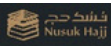
DD-MMM-YYYY

[< 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

فلسطين  
Nasuk Hajj

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


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

**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](#)

👤 Add a family member

📌 Add a Family Member at a later stage  
You always have the option to add family members later on, from the 'My Family' section.

< Previous Save & Continue Later  Submit >

# 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 overlaid on a dark background. The form has a title bar with a close button (X). Below the title, there is a paragraph of text explaining the commitment to manage the family member's application and the flexibility to transfer responsibilities. It also states that up to 8 members can be added. Below this, there is a prompt to provide the family member's email address for later activation using an OTP. The form contains three main 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 are two buttons: 'Cancel' and 'Add family member'. On the left side of the background, there are several sections with green arrows pointing to them: 'Accessibility Requirements', 'Health Conditions', and 'Allergies'. At the bottom of the background, there is a progress bar and a 'Submit' button.

**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

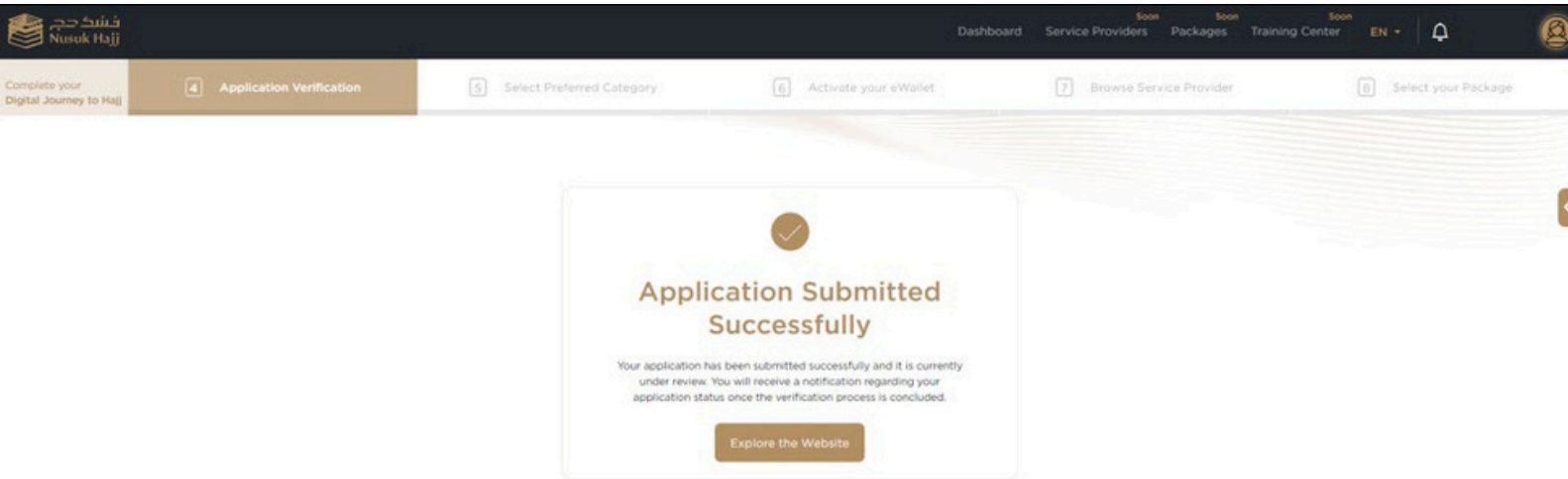
This Member is My:

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 at the top indicates the user's current step: 4 Application Verification. The main content area is titled 'My Profile' and includes a sub-header 'View and edit your account information.' The profile information is organized into a 'Personal Information' section with fields for First Name, Second/Father Name, Third Name, and Last Name in both English and Arabic. A green arrow points to the 'My Profile' link in the sidebar, and another green arrow points to the 'Application Status' link in the top right corner. The sidebar also includes links for 'My Family' and 'FAQ - Support Page'. The bottom of the page features logos for the Pilgrim Experience Program and the 2030 Vision.

Complete your Digital Journey to Hajj

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 Profile

View and edit your account information.

Application Status: Under verification

Personal Information

Edit

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)

Pilgrim Experience Program

2030 Vision

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.' A search bar is located below the banner. Below the search bar is a row of icons representing different sections: 'About the Platform', 'Registration', 'Family Members', 'Packages', 'Booking', 'Community', 'Journey', and 'Visa & Itinerary'. Below this row is a list of questions with expandable answers: 'What is Nusuk Hajj?', 'What is the Target Audience?', and 'What are the registration steps?'.

**Help & Support**

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.

Search

FAQ

About the Platform

Registration

Family Members

Packages

Booking

Community

Journey

Visa & Itinerary

What is Nusuk Hajj?

What is the Target Audience?

What are the registration steps?

The screenshot shows the 'SUPPORT CONTACT CHANNELS' section of the Nusuk Hajj website. It features a header with the text 'Do you still have additional questions? You can reach out to our support team via any of these channels.' Below this header are five contact channels: 'Live Chat', 'Support Email', 'Support Centers', 'Social Media', and 'Call Center'. Each channel has a description and a button to initiate contact. At the bottom of the page is a dark footer with the Nusuk Hajj logo, a link to 'About Hajj', a 'Contact us' section with social media icons and a phone number, and a 'Subscribe' button for staying updated with the latest news and reservation dates.

**SUPPORT CONTACT CHANNELS**

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

**Live Chat**

Connect with our live agents instantly for fast and tailored assistance with all your Hajj-related questions and inquiries.

**Support Email**

Do not hesitate to reach out to us at: [Support@hajj.nusuk.sa](mailto:Support@hajj.nusuk.sa). Our team is here to assist you promptly.

**Support Centers**

Visit our nearest branches to get in-person support and assistance.

**Social Media**

Connect with us through our official social media channels for assistance and updates.

**Call Center**

For assistance, please reach out to our call center: 966 9200 31001

**About Hajj**

Nusuk Website

Privacy Policy

Terms and Conditions

FAQs

**Contact us**

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

+966 9200 31001

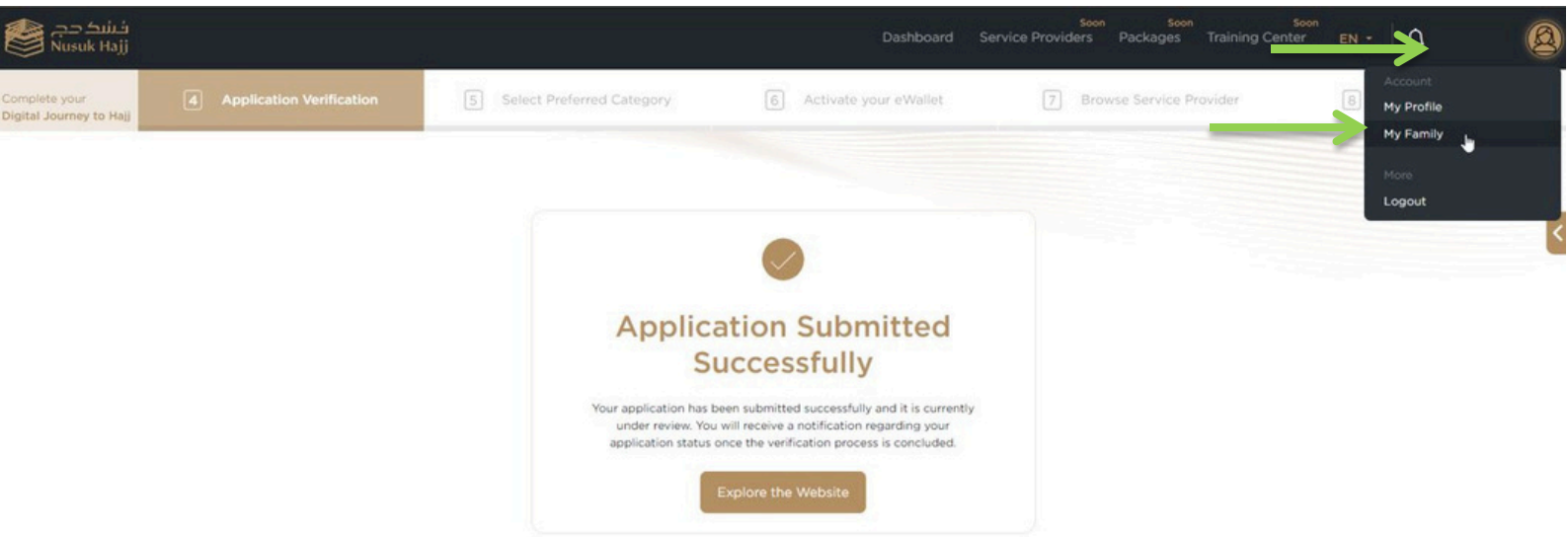
**To Stay Updated With the Latest News and Reservation Dates, Subscribe.**

Enter Your Email to Subscribe

Subscribe

# 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 language dropdown set to 'EN', and a notification bell. Below this, a progress bar shows five steps: 'Complete your Digital Journey to Hajj', '4 Application Verification' (active), '5 Select Preferred Category', '6 Activate your eWallet', '7 Browse Service Provider', and '8 Select your Package'. The left sidebar includes links for 'Dashboard / Profile', 'My Profile', 'My Family' (selected), and 'FAQ - Support Page'. The main content area is titled 'My Family' with the subtitle 'View and manage family members' applications, add new members and more.' It features an 'Admin Account Information' section with the user's name '(Me)', the role 'Admin', and an 'Undo Verification' button. Below this is the 'Family Members on Nusuk Hajj' section, which includes a 'Learn More' link and 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 'Pilgrim Experience Program' and 'VISION 2030'.

**Nusuk Hajj**

Dashboard Service Providers Packages Training Center EN

Complete your Digital Journey to Hajj

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	Undo Verification
------	-------	-------------------

#### 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

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 header and a sidebar. A modal titled "Add family member" is open in the center. The modal contains the following elements:

- Title:** Add family member
- Text:** 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.
- Text:** Please provide your family member's email address for later activation of their account using an OTP.
- Form Field:** Family Member's Email Address (with a "Verify Email" button).
- Form Field:** This Member is My: (with a "Please Select..." dropdown).
- Form Field:** Family Member's Country of Residence (with "Australia" selected).
- Footer:** ① FAQ - Family Member, Cancel, and Add family member buttons.

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



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

