



نُسُكُ عَمْرَةَ
Nusuk Umrah

Nusuk Umrah User Manual

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About Nusuk Umrah

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



Objective

This manual is here to help you use our Nusuk Umrah 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.

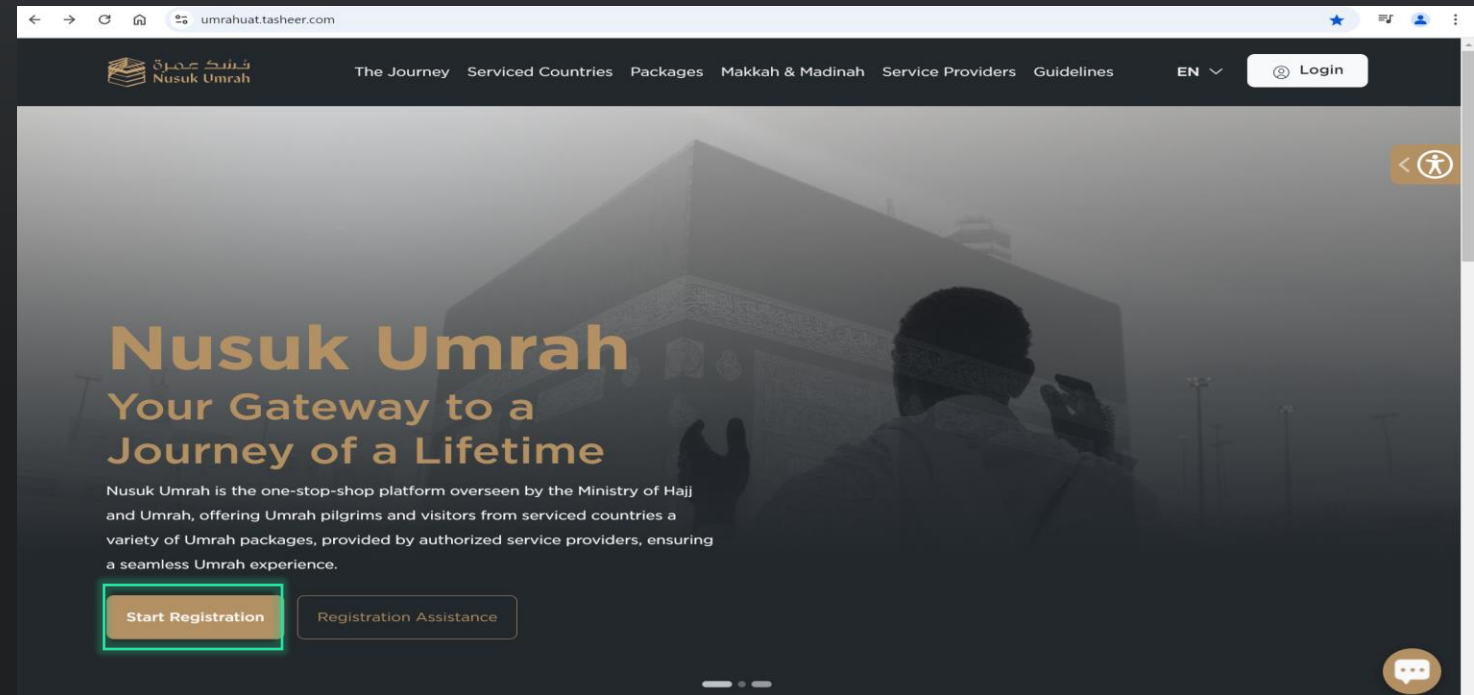
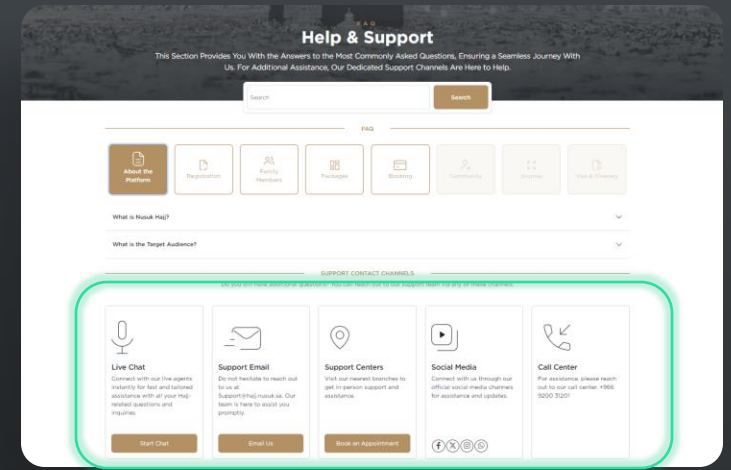
1. Registration:

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 Umrah and our Target Audience.

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



1. Registration:

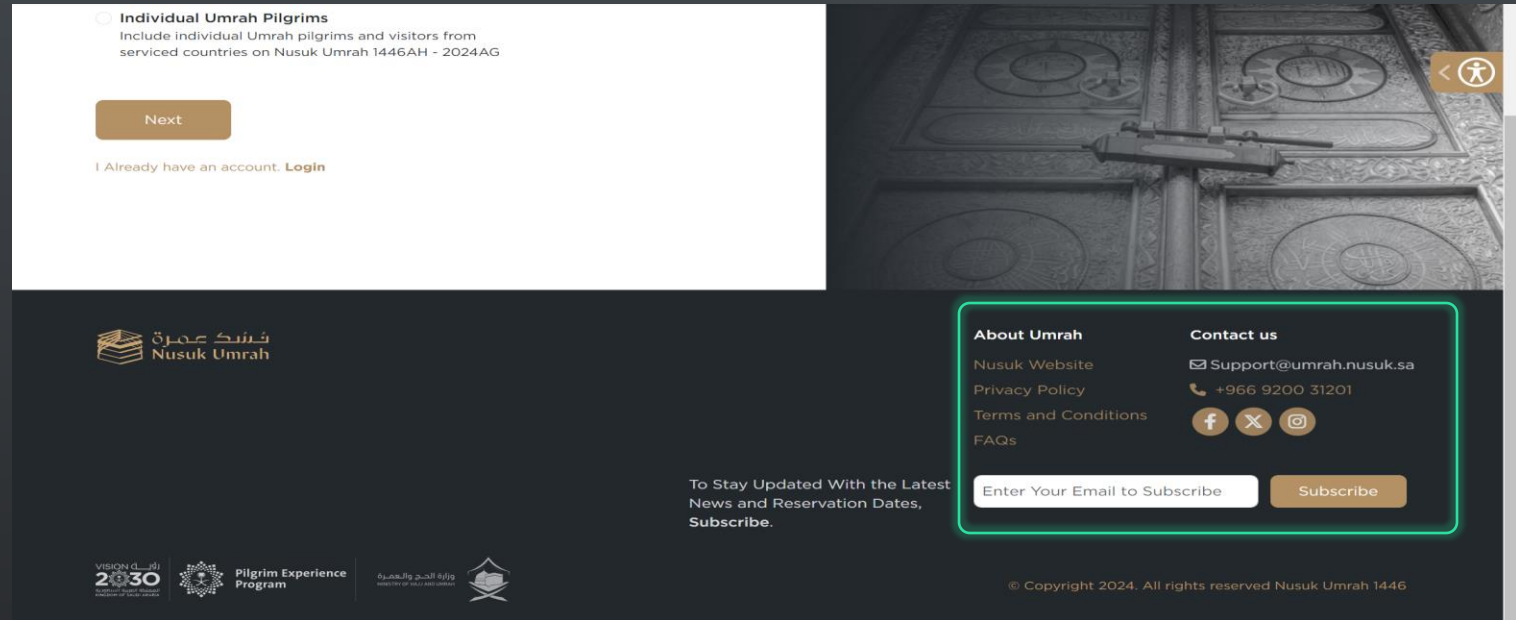
1.1.2.1. Live chat: By pressing Start Chat a live chat pop-up will be opened to chat.

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.

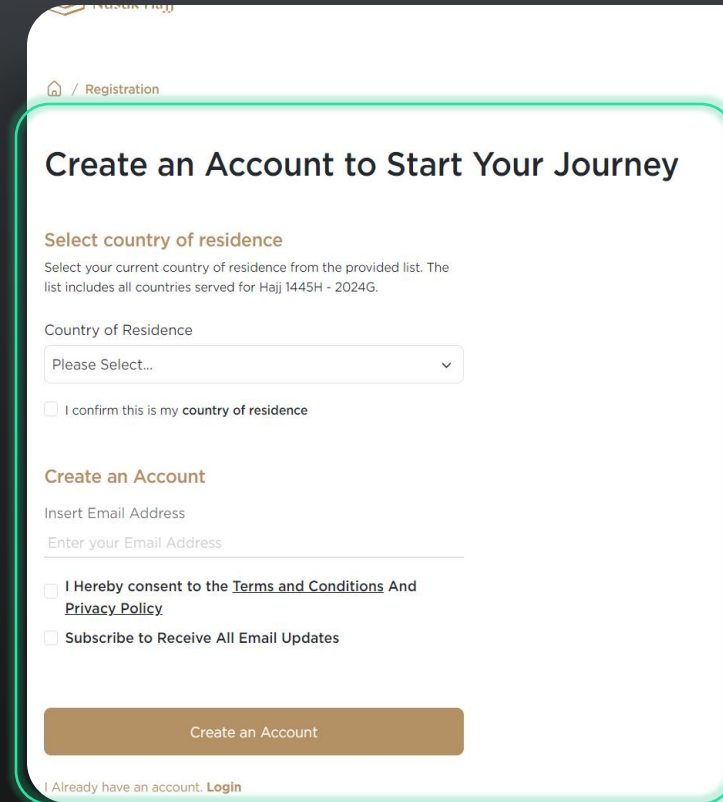
1.1.2.5. Call Center: Dial the contact number in the box and reach us out.

A screenshot of the "New Ticket" form. The form has a white background with a dark header. It contains several input fields: "First Name *", "Last Name *", "Email Address *", and "Contact Mobile Number *". The "Contact Mobile Number" field has a dropdown menu for the country code, currently showing "+20 100 123 4567". There is also a "Need Assistance In" text area. At the bottom right, there are "Close" and "Send Ticket" buttons.A screenshot of the "Book an Appointment" form. The form has a white background with a dark header. It contains several input fields: "Location" (a dropdown menu), "Full Name", "Contact Number", "Email Address", "Select Date and Time" (with "Date" and "Time" sub-sections), and "Please Select..." (a dropdown menu). At the bottom right, there are "Cancel" and "Book Appointment" buttons. A note at the bottom states: "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.



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

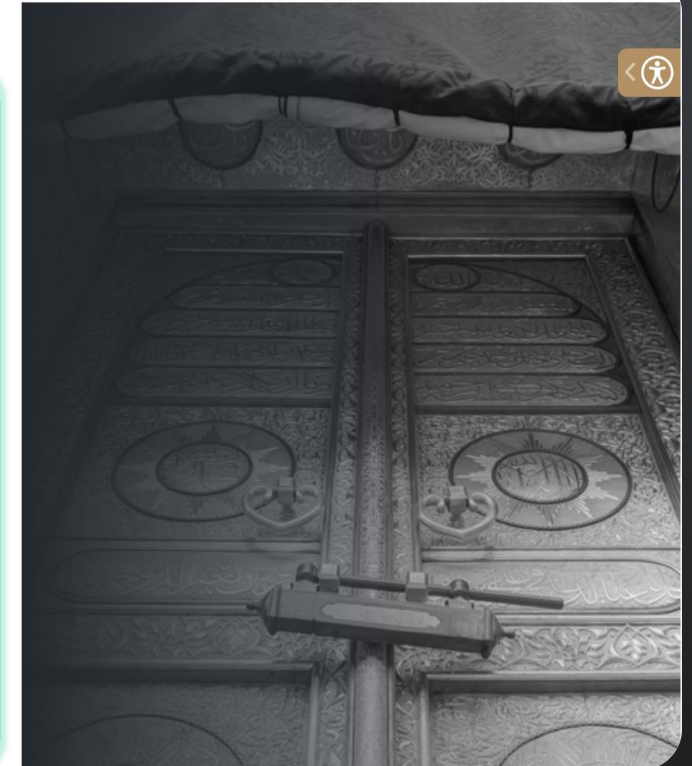
Insert Email Address
Enter your Email Address

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

Subscribe to Receive All Email Updates

Create an Account

Already have an account. [Login](#)

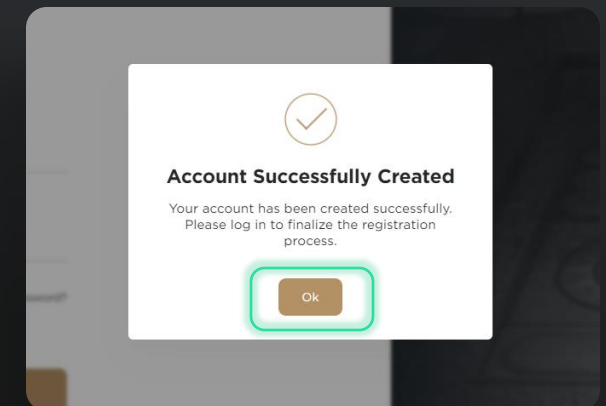
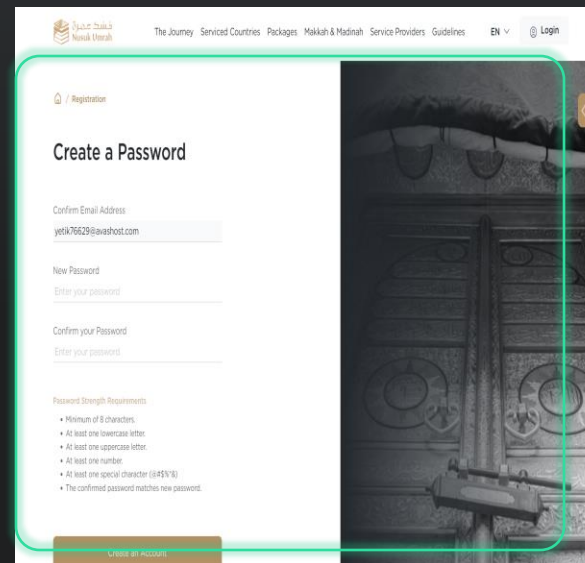
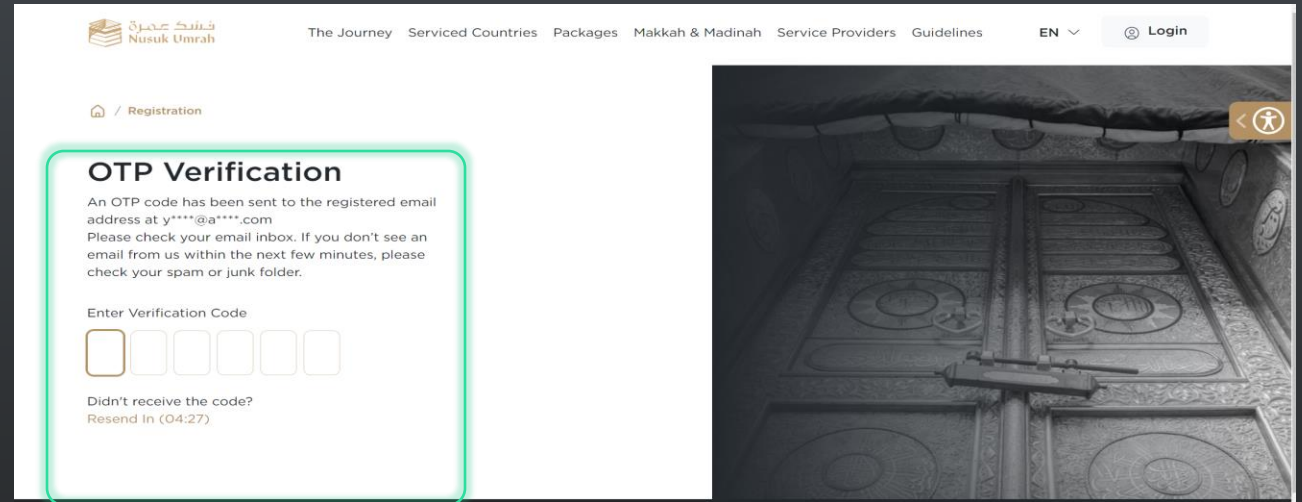


1.2. Start Registration:

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.

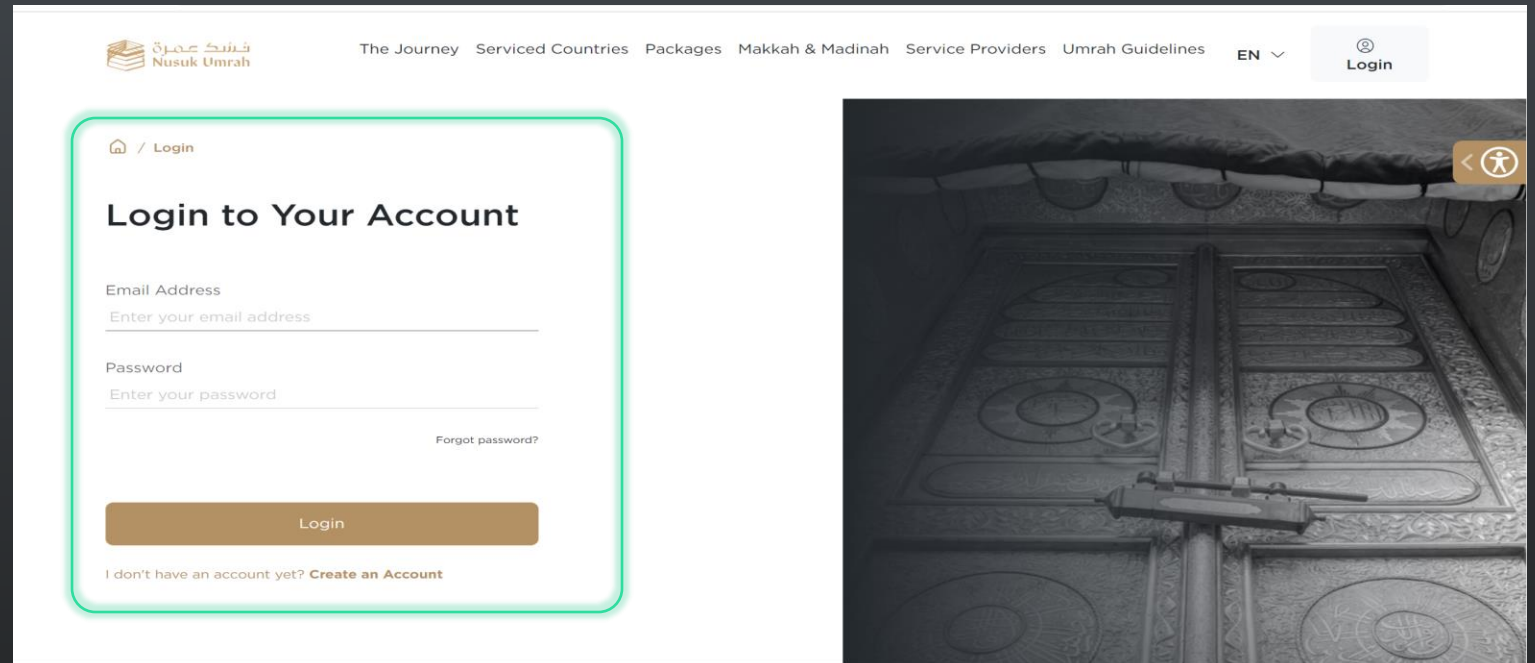


2. Login:

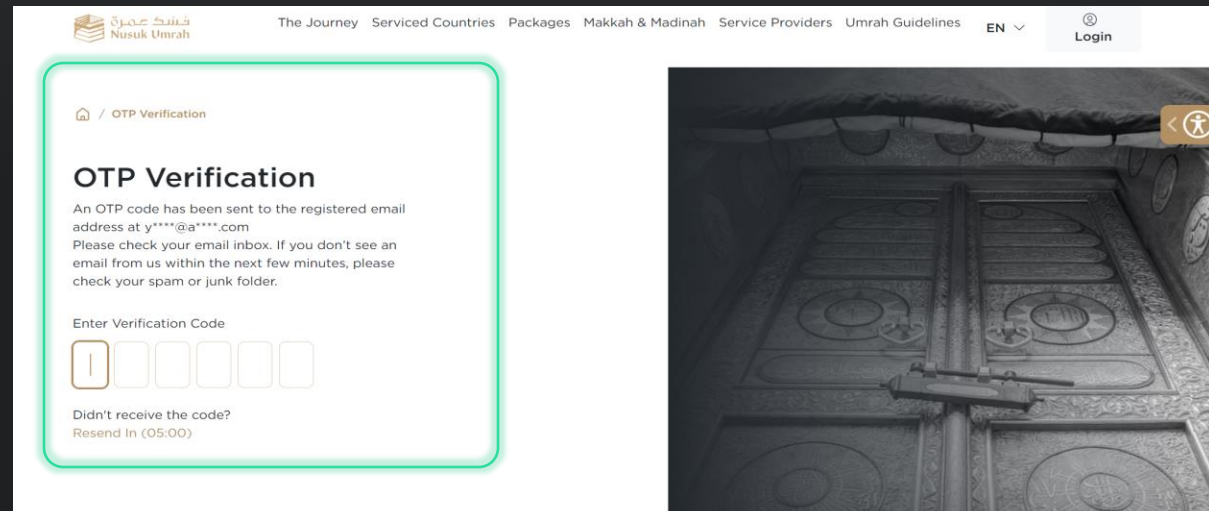
2.1. Enter your Email Address you previously registered with.

2.2. Enter your Password.

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



The screenshot shows the 'Login to Your Account' page on the Nusk Umrah website. The page features a header with the company logo and navigation links: 'The Journey', 'Serviced Countries', 'Packages', 'Makkah & Madinah', 'Service Providers', 'Umrah Guidelines', 'EN', and a 'Login' button. The main content area is titled 'Login to Your Account' and includes a breadcrumb 'Home / Login'. Below the title are two input fields: 'Email Address' with the placeholder 'Enter your email address' and 'Password' with the placeholder 'Enter your password'. A 'Forgot password?' link is positioned to the right of the password field. A large 'Login' button is centered below the fields. At the bottom, there is a link: 'I don't have an account yet? [Create an Account](#)'.



The screenshot shows the 'OTP Verification' page on the Nusk Umrah website. The page features a header with the company logo and navigation links: 'The Journey', 'Serviced Countries', 'Packages', 'Makkah & Madinah', 'Service Providers', 'Umrah Guidelines', 'EN', and a 'Login' button. The main content area is titled 'OTP Verification' and includes a breadcrumb 'Home / OTP Verification'. Below the title is a message: 'An OTP code has been sent to the registered email address at y****@a****.com. Please check your email inbox. If you don't see an email from us within the next few minutes, please check your spam or junk folder.' Below the message is an input field for the 'Verification Code' with a 'Resend' button. At the bottom, there is a link: 'Didn't receive the code? [Resend In \(05:00\)](#)'.

3. Continue Registration:

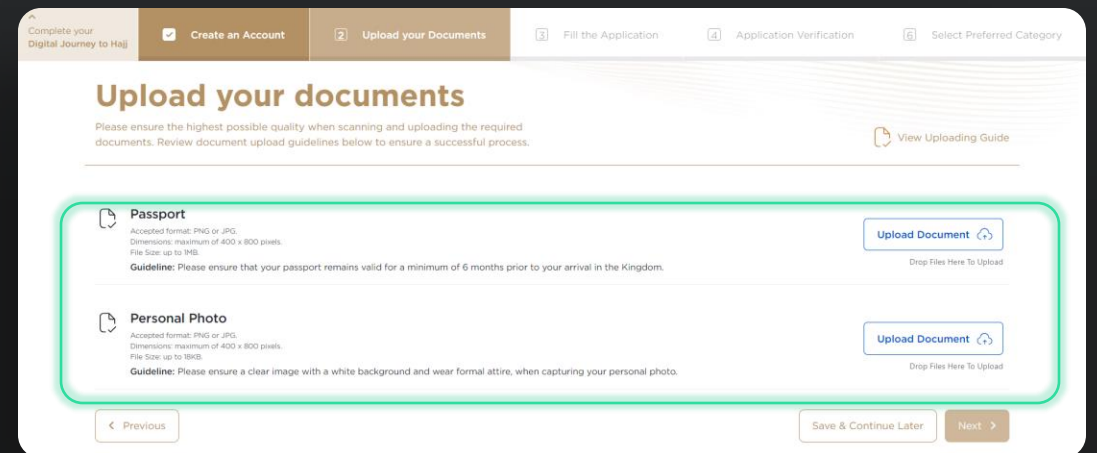
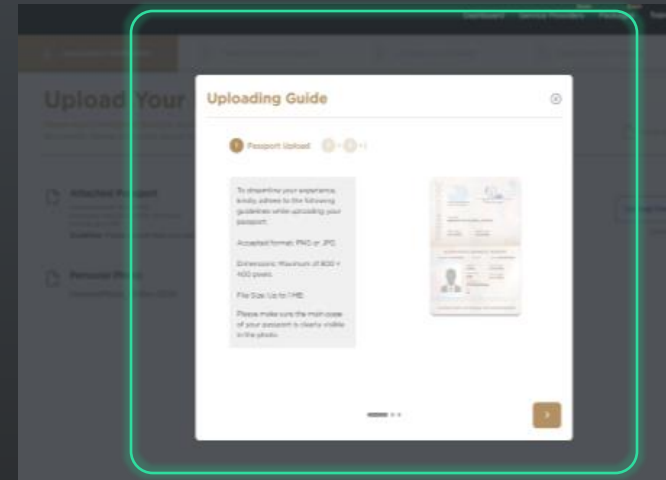
You will be redirected to the uploading guide that will help you with files needed for uploading (Passport, Personal Photo, Proof of Residence Attachment) when Pressing Start Uploading will continue to Documents Upload Page.

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.

The screenshot shows a registration form titled "Personal Information" with the following fields: First Name (English), Second/Father Name (English), Other/G.Father Name (English), Last Name (English), First Name (Arabic), Second/Father Name (Arabic), Other/G.Father Name (Arabic), Last Name (Arabic), Nationality (dropdown), City (dropdown), and Date of Birth (calendar). The form is part of a multi-step process with tabs for "Upload your Documents", "Fill the Application", and "Application Verification".

The screenshot shows a registration form for passport information with the following fields: Birth Place, Gender (dropdown), Passport Type (dropdown), Passport Number, Issue Place, Date of issuance (calendar), and Passport Expiry Date (calendar). A note at the bottom states: "Passports must be valid for at least 6 months before the date of arrival in the Kingdom of Saudi Arabia".

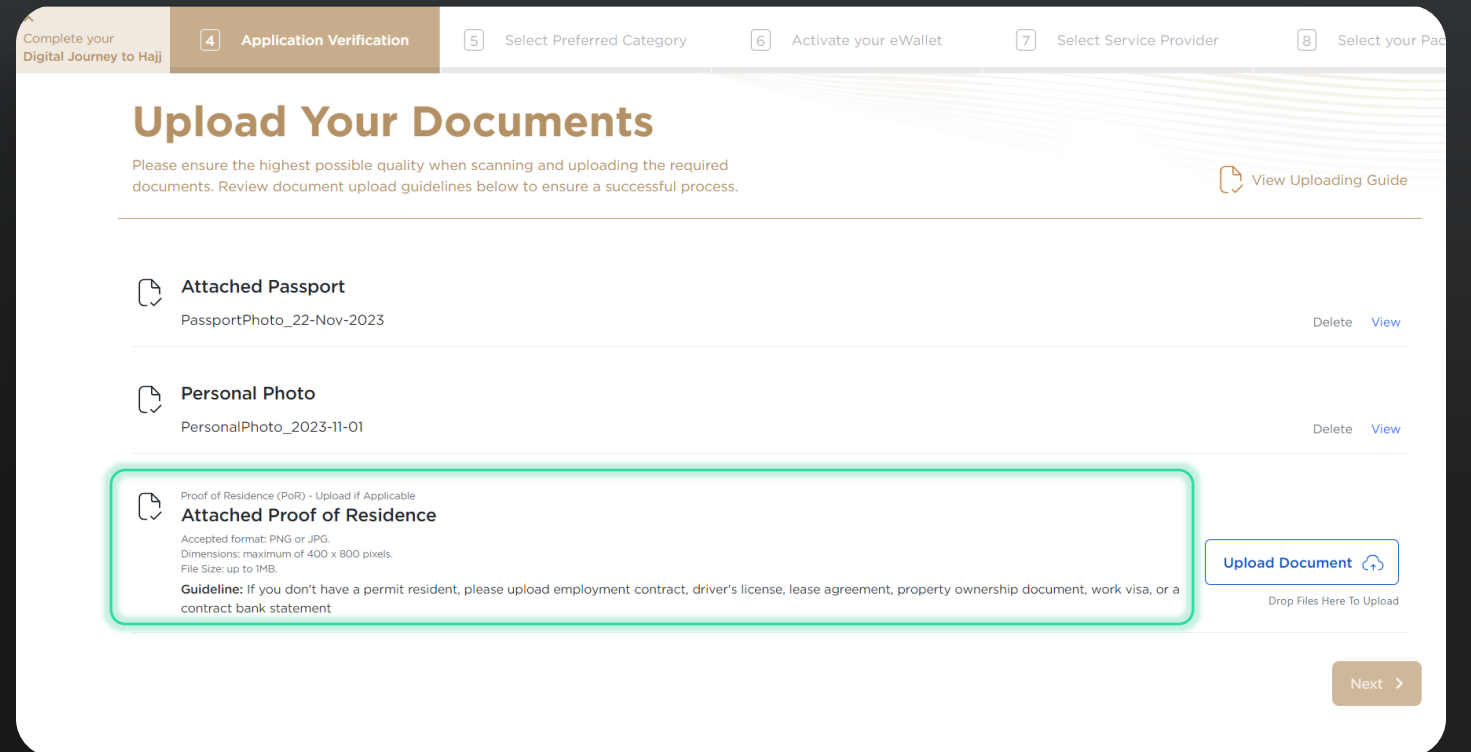
The screenshot shows a summary page titled "3 Uploaded Documents" with two entries: "Passport" and "Personal Photo", each with "View" and "Delete" links. Below the list are two checked consent checkboxes: "I consent to the use of the provided data exclusively for facilitating the Hajj Journey." and "I 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." At the bottom, there are "Previous", "Save & Continue Later", and "Submit" buttons.

The screenshot shows a "Confirm Submission" dialog box with an information icon, the text "By clicking on 'Continue to Submit!', you confirm the submission of your application form.", and two buttons: "Cancel" and "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: YETIK76629@AVASHOST.COM
Mobile Contact Number: +966 51 234 5678
Saudi Mobile Number: +966 5
Social Status: Please Select...

Emergency contact full name: Enter...
Emergency contact number: +966 51 234 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: Please Select...

Work contact number: +966 51 234 5678

3 Arrival Details (to the best of your knowledge)

Expected Entry date to the KSA: Enter...
Total Expected Days in the KSA: Enter numbers of days
Expected Travel Method: Please Select...

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

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. Health Conditions.

3.2.5.2. Allergy.

Ummah Nisak Ummah

Complete your Digital Journey to Ummah

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.

1 This data is collected to contribute to improving the quality of health services and does not affect the acceptance for Ummah

Do you have chronic diseases or allergies * Yes No

Disease * Please Select... Medications Used * Please Select... severity of the condition * Please Select...
Date of last admission *

Do you have mental illnesses * Yes No

Disease * Please Select... severity of the condition * Please Select... Date of last admission *

Do you have special needs * Yes No

Disease * Please Select...

Did you have surgeries * Yes No

Surgery * Tran. Date * Medications Used Text *

Ummah Nisak Ummah

Complete your Digital Journey to Ummah

3 Fill the Application

4 Application Verification

5 Select Preferred Category

6 Activate your eWallet

7 Browse Service Provider

severity of the condition * Please Select... Date of last admission *

Special Needs

Blood Type * Please Select...

Allergy

Food Allergy Other

Please specify, if selected other

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

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'. Below the progress bar, the title 'Summary' is displayed, followed by a sub-header: '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 contains a form with the following fields and values:

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

An 'Edit' link with an upward arrow is located at the top right of the form.

The screenshot shows the 'Preferences Details' page. At the top, there is a progress bar with five steps: 'Create an Account' (checked), 'Upload your Documents' (checked), 'Fill the Application' (checked), 'Application Verification' (checked), and 'Preferences Details' (active). Below the progress bar, the title 'Preferences Details' is displayed, followed by a sub-header: 'Kindly review all the provided information below before proceeding. You can edit your data if needed.' The main content area is titled '5 Preferences Details' and contains a form with the following fields and values:

Accessibility Requirements	No Options
Health Conditions	No Options
Allergy	No Options

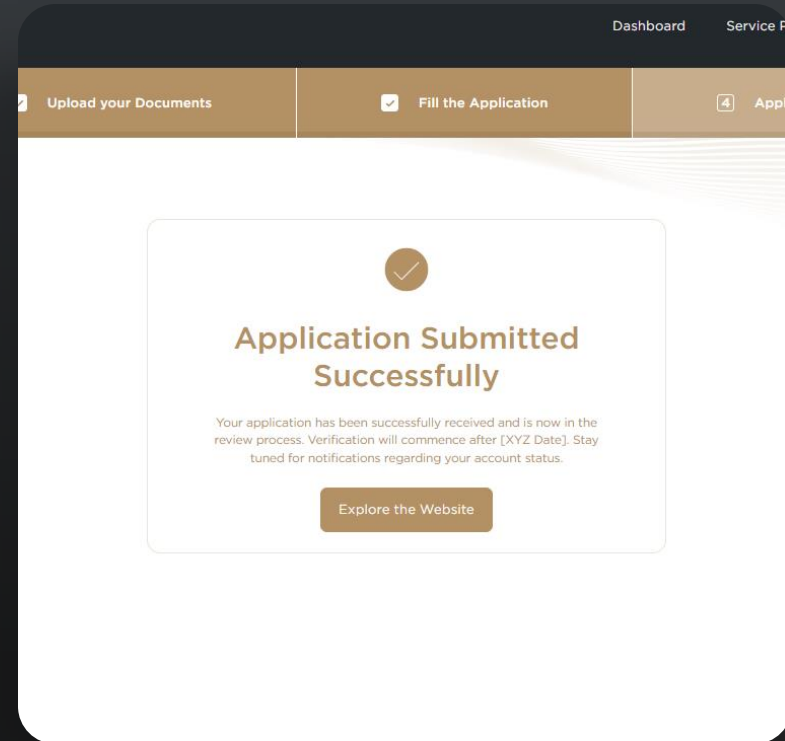
Below the form, there are three checkboxes, all of which are checked:

- I consent to the use of the provided data exclusively for facilitating the Umrah Journey, including visa issuance.
- I Acknowledge That by Registering in the Portal, My Umrah 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](#)

At the bottom, there are two buttons: 'Add a family member' and 'Add a Family Member at a later stage'. The latter button has a tooltip that says: 'You always have the option to add family members later on, from the 'My Family' section.' Below these buttons, there is a progress bar with a green segment indicating the current step. At the bottom, there are three buttons: 'Previous', 'Save & Continue Later', and 'Submit'.

3.2. Fill the Application:

After Submitting the Application, you can Browse the site.

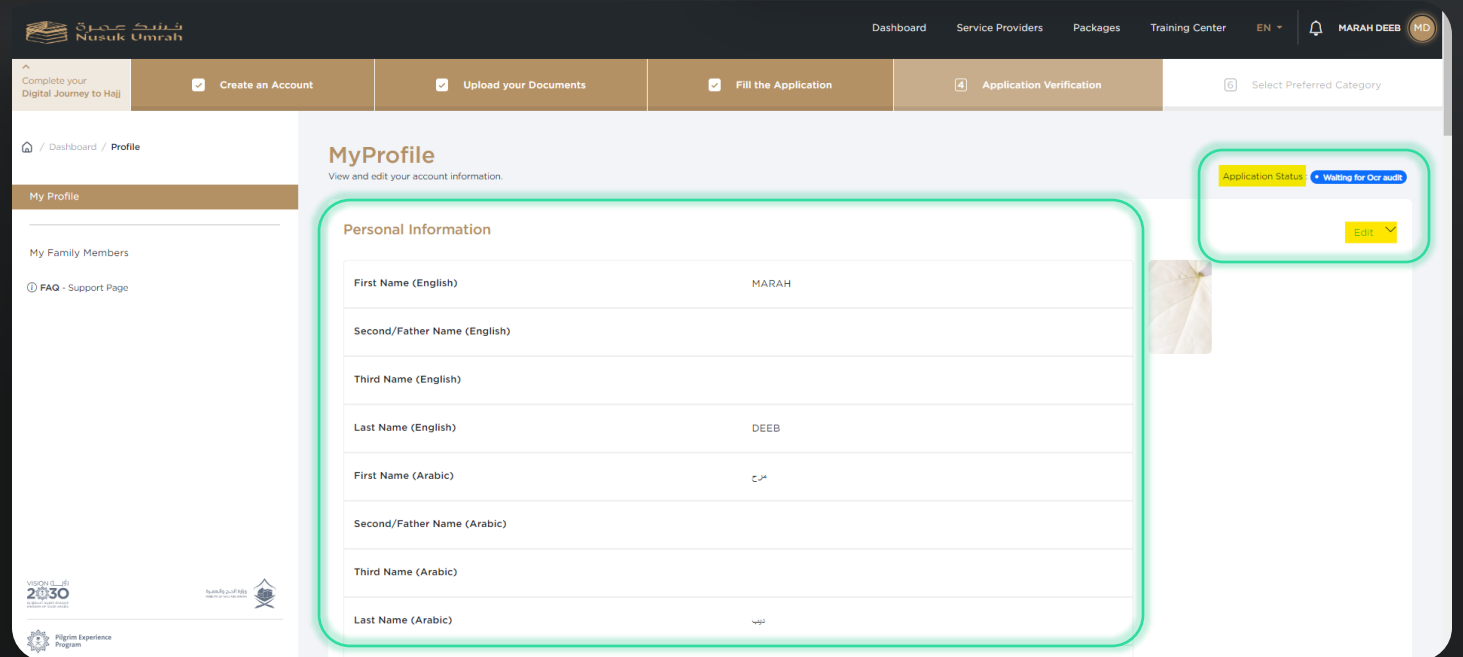
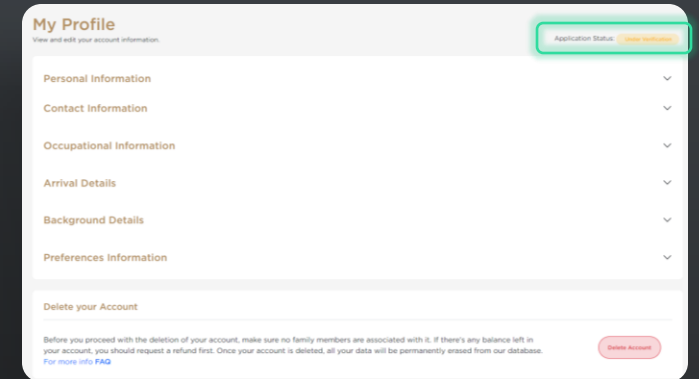
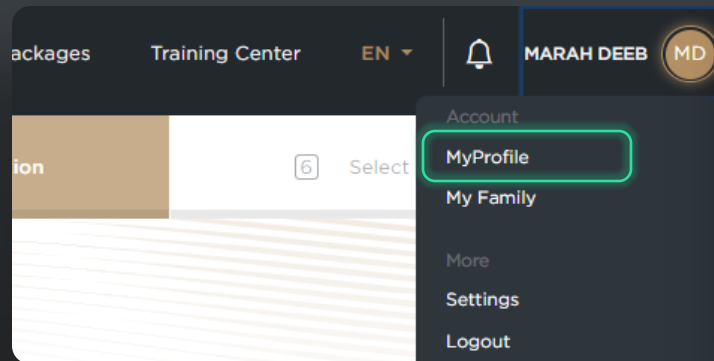


4. My Profile:

When going to My Profile we can:

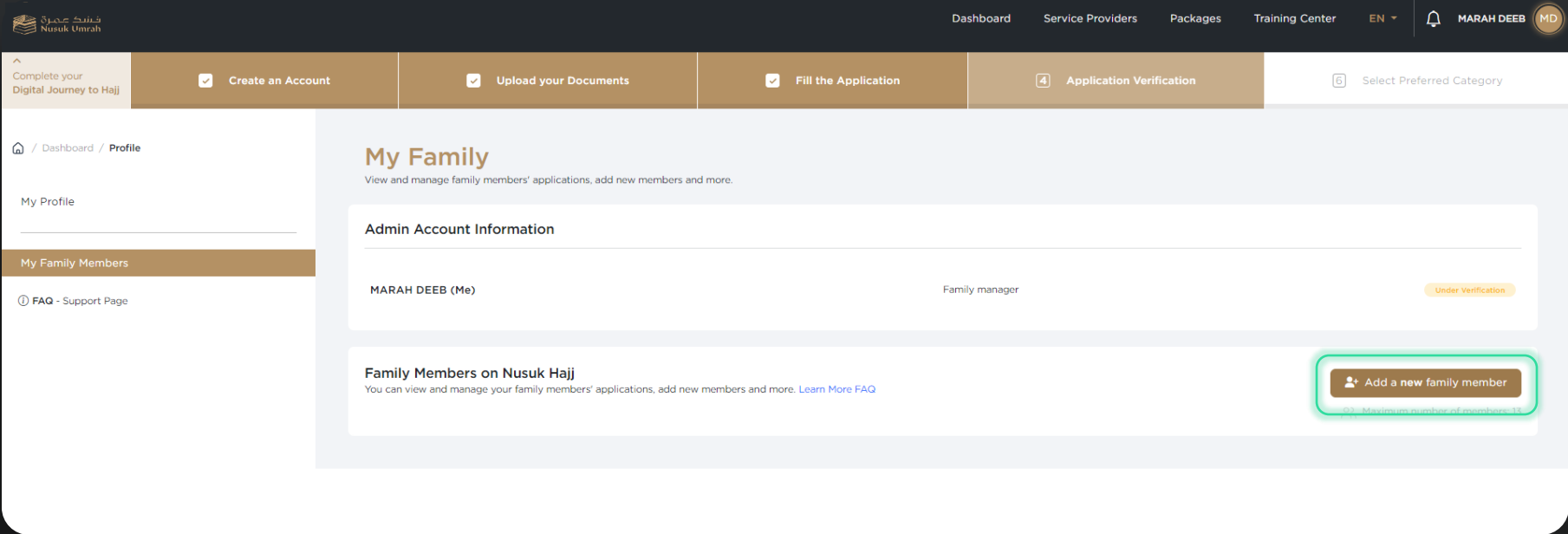
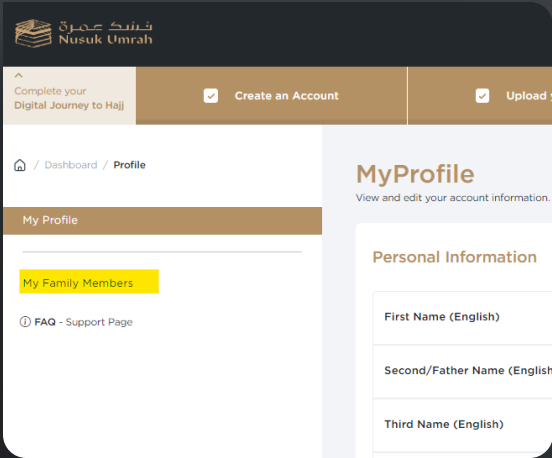
- 4.1. View the Application Status.
 - 4.1.1. Under Verification Status.
 - 4.1.2. Verified Status.
 - 4.1.3. **Rejected:** In this status you will get email notification with the rejection reason, and you can go to your account and update it, after update the status will return to be under verification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

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.

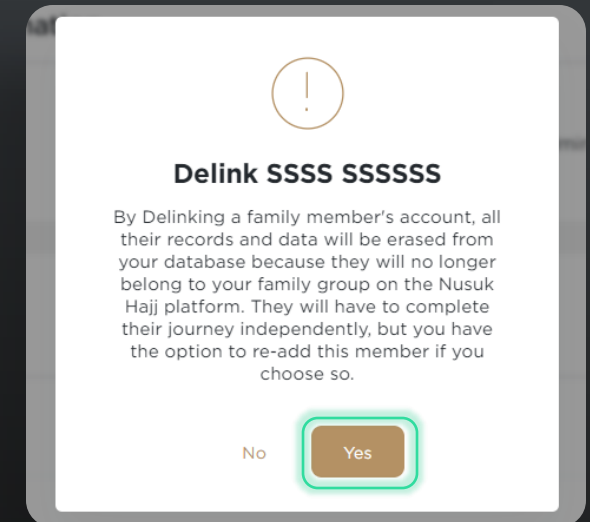
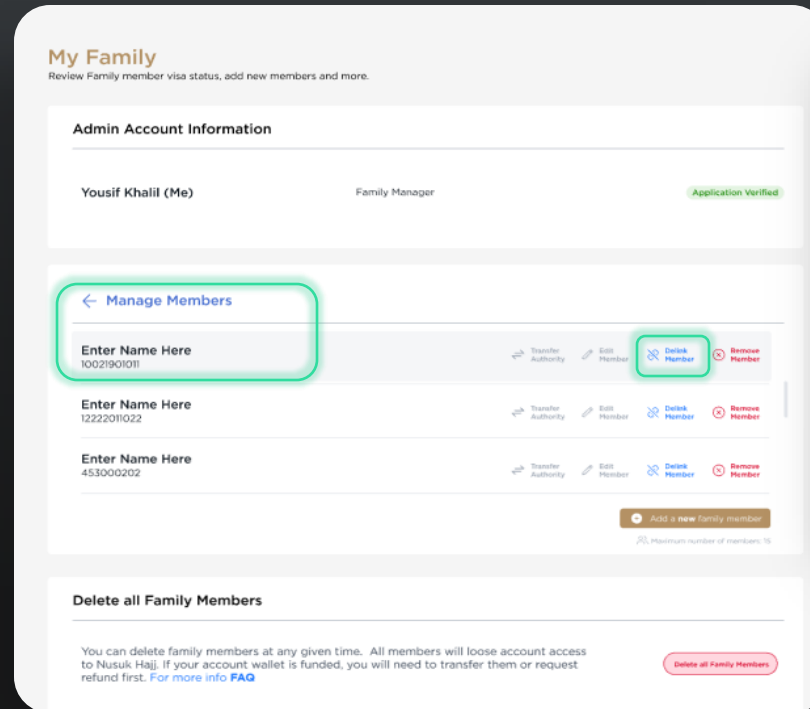
5.8.2. Manage Members.

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.



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 maind ▾

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

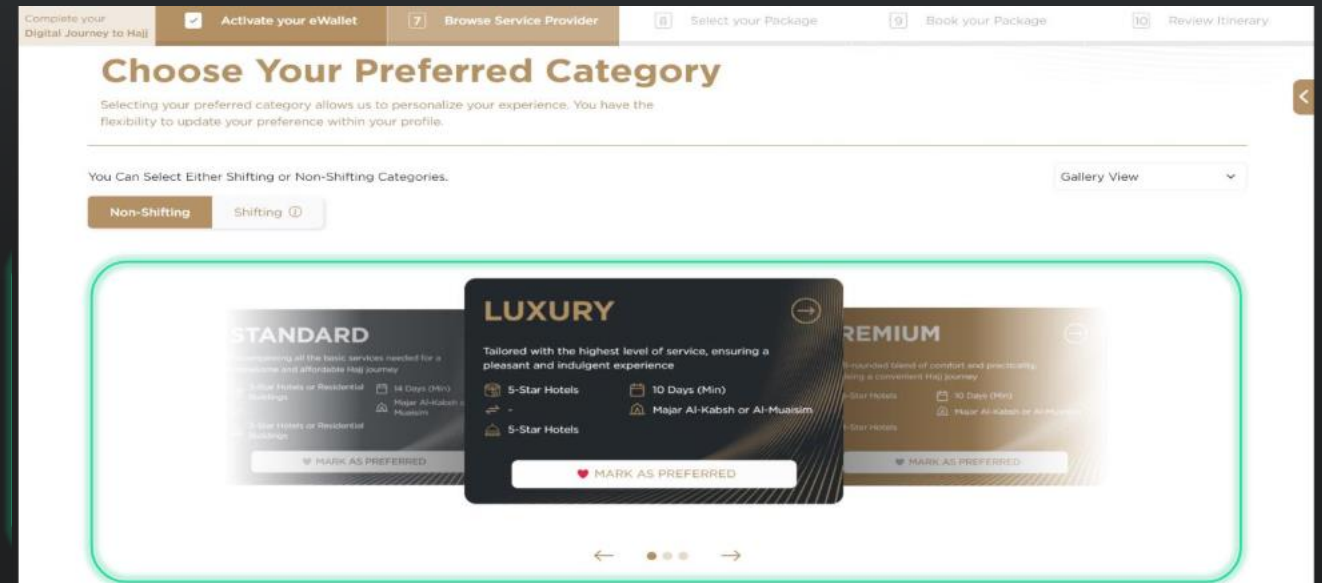
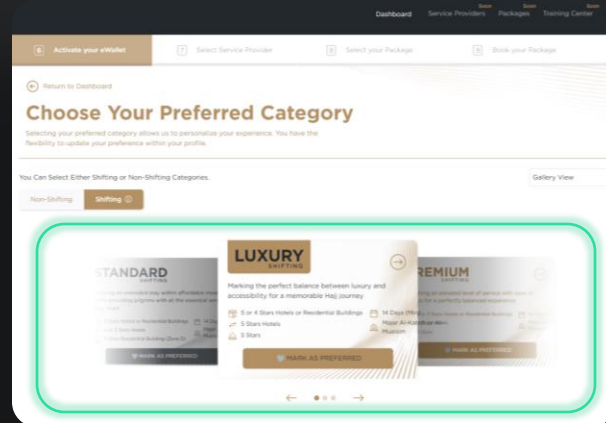
6. After Receiving application verification, we can view Packages and Select Preferred Category by pressing Mark as Preferred

Note: The available Categories are:

6.1.1. Luxury

6.1.2. Premium

6.1.3. Standard



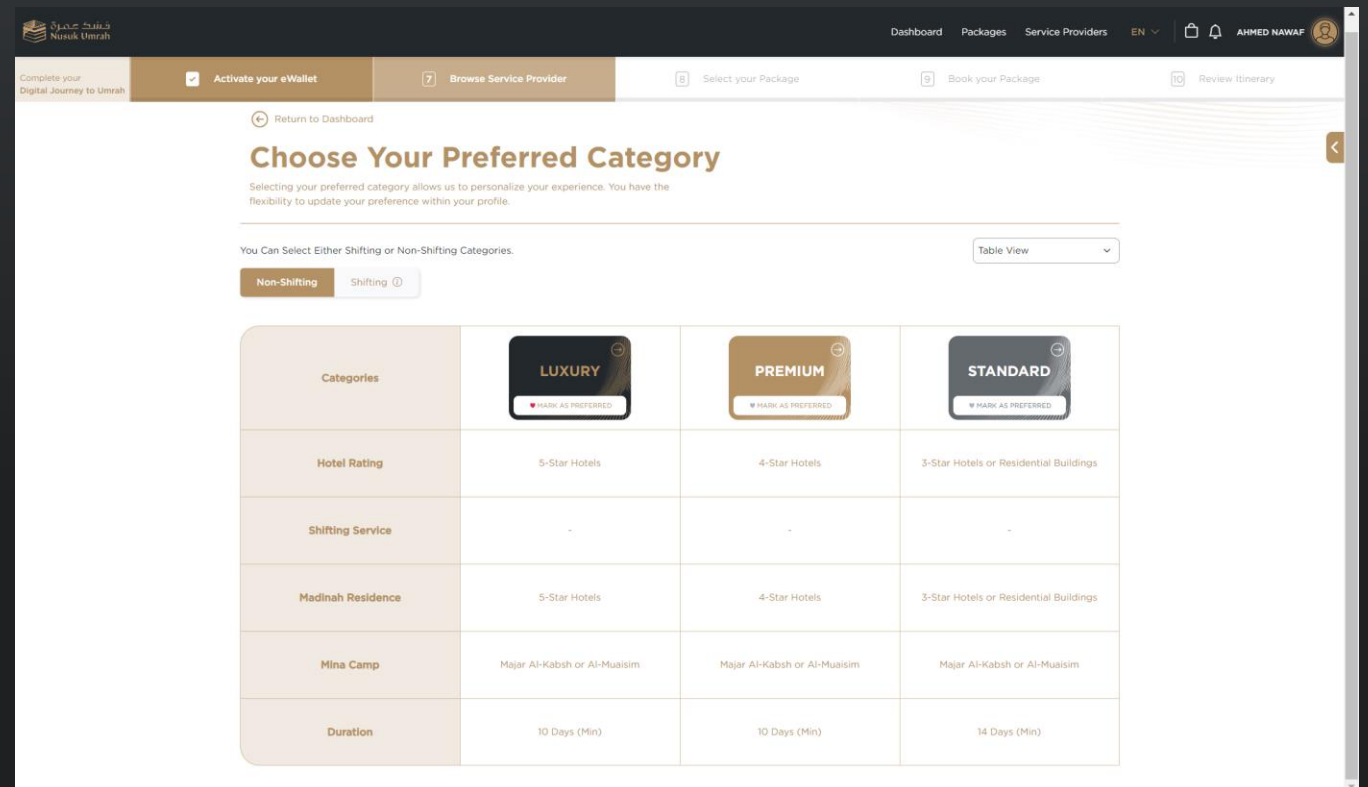
6. After Receiving application verification, we can view Packages and Select Preferred Category by pressing Mark as Preferred

Note: The available Categories are:

6.1.1. Luxury

6.1.2. Premium

6.1.3. Standard



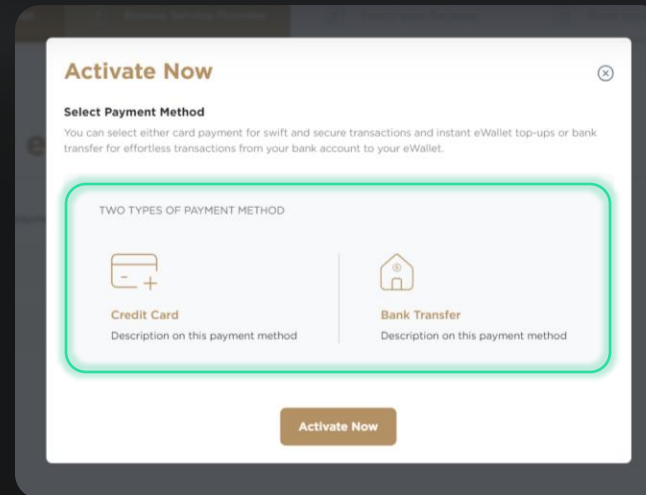
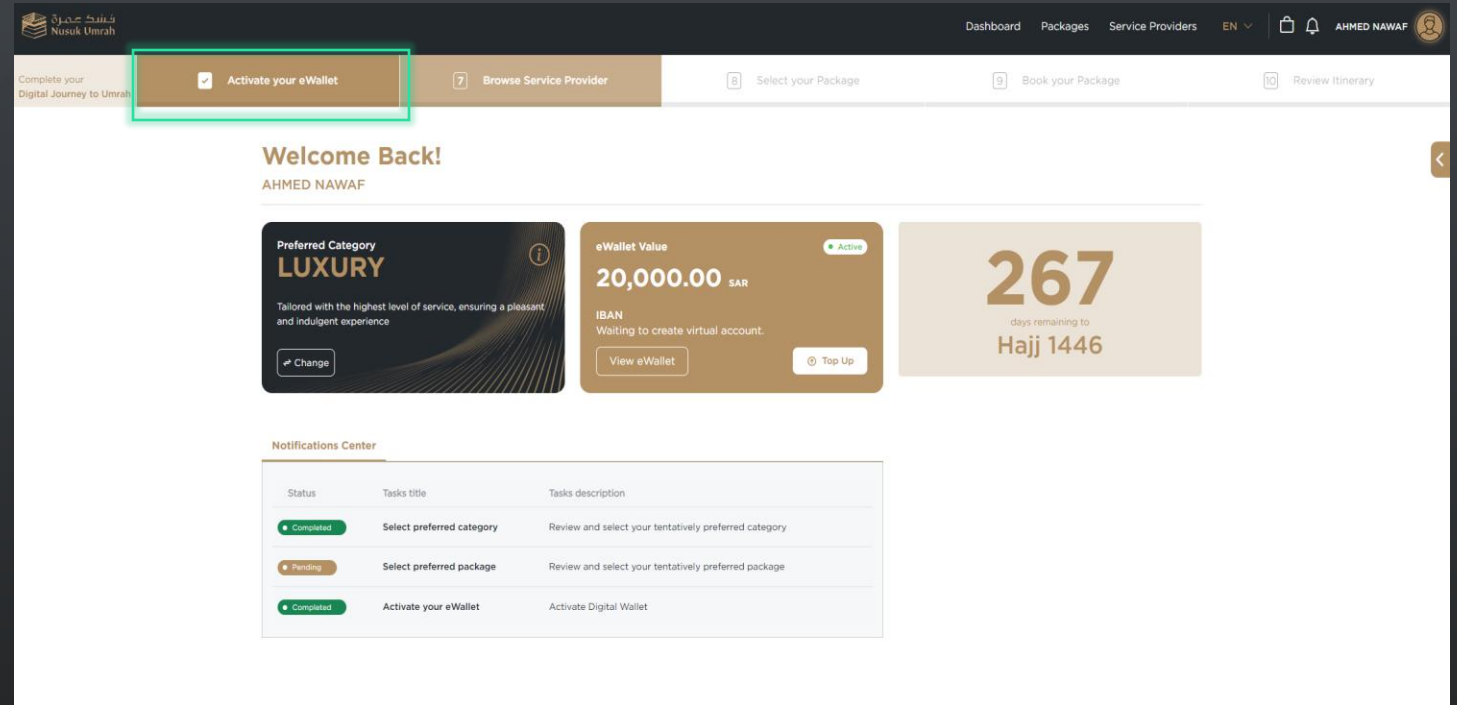
7. E-wallet:

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).



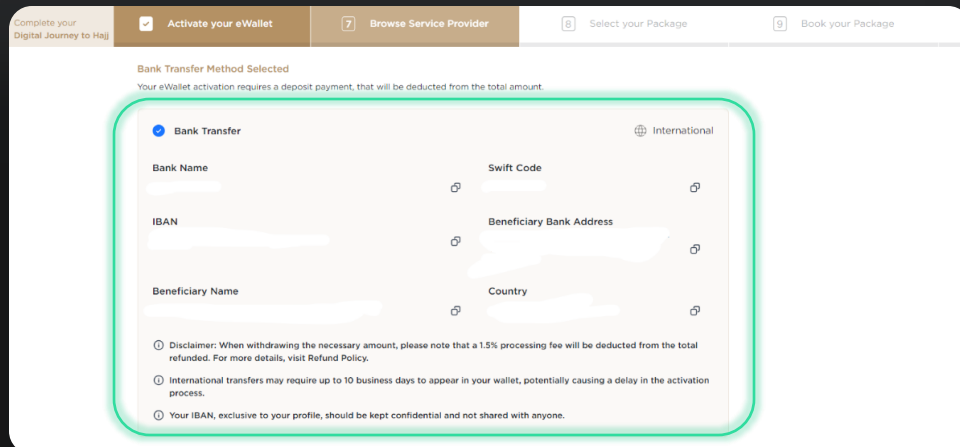
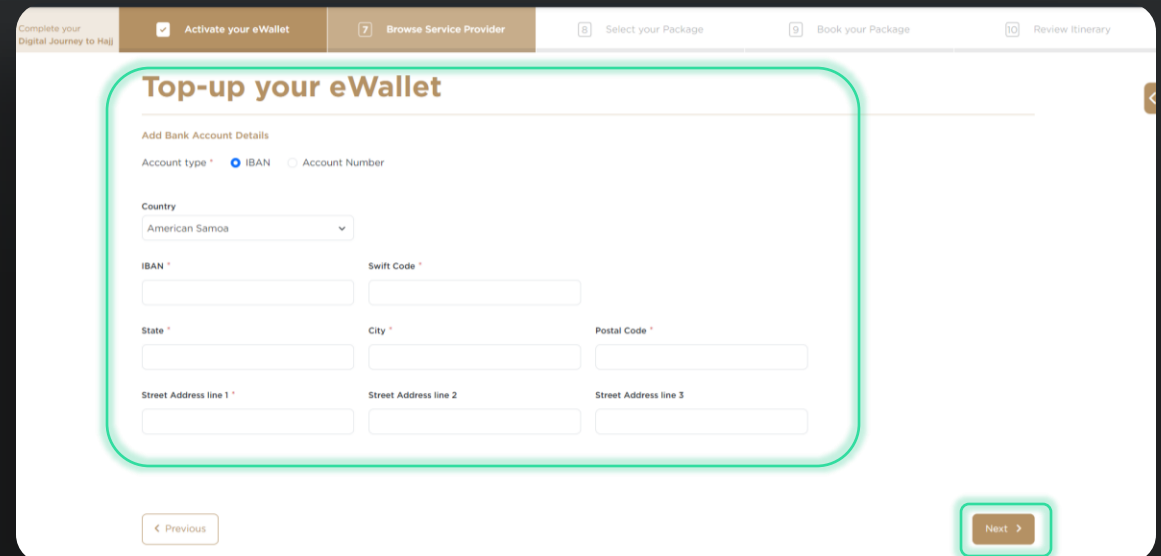
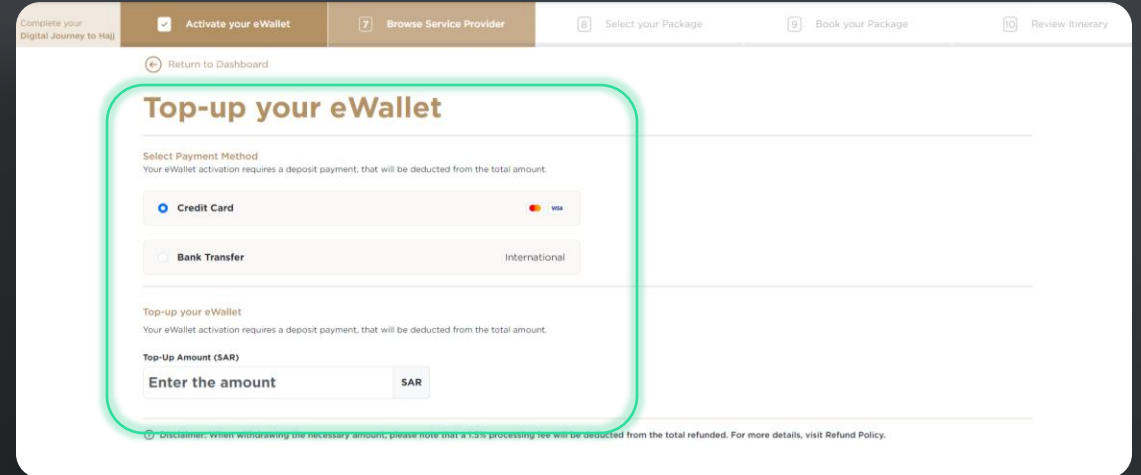
7. E-wallet:

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.



7.2. View Wallet:

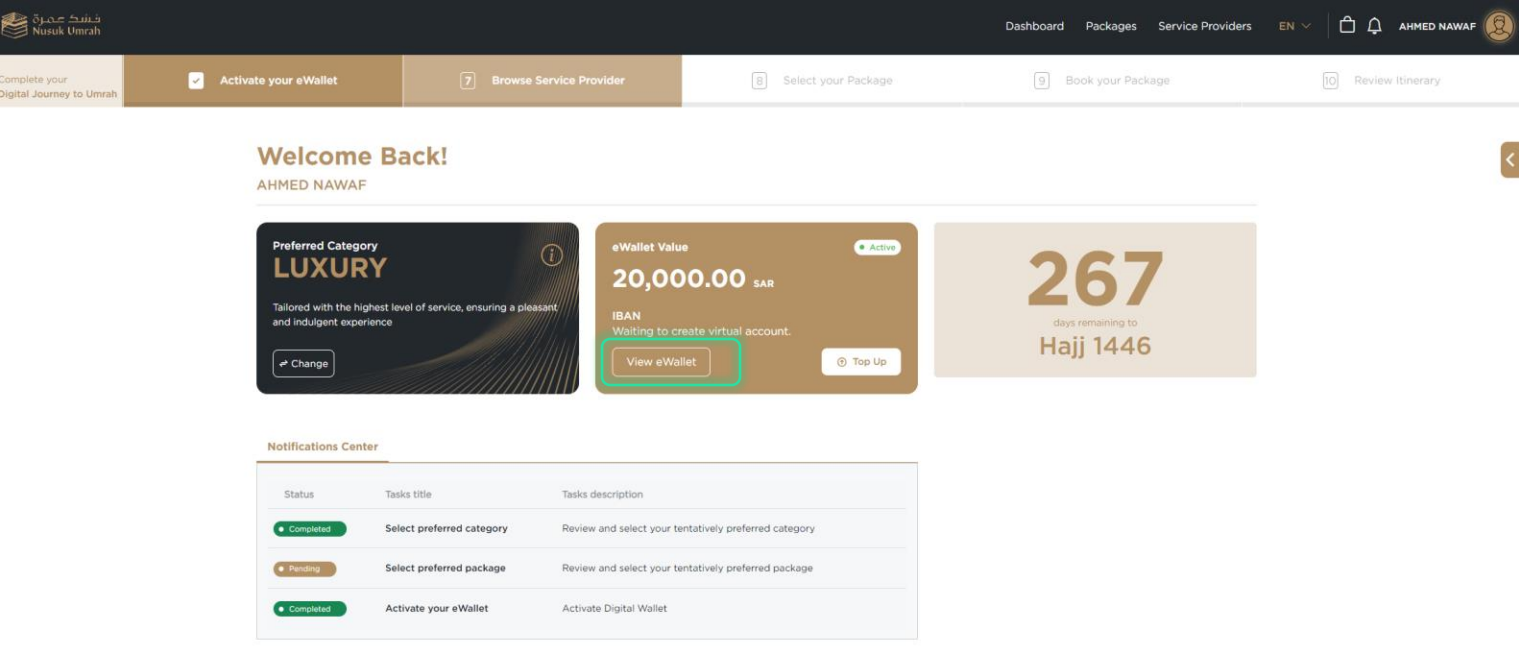
There are two ways to check your eWallet:

7.2.1. From Dashboard Page:

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

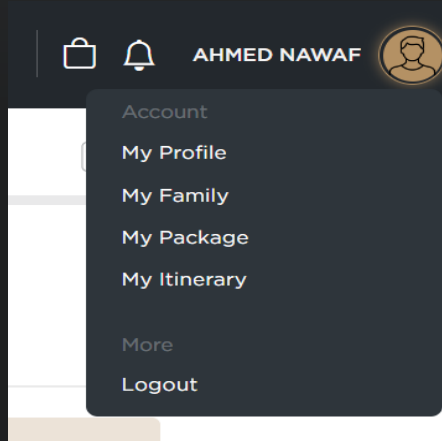
7.2.2. From My Profile:

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



The screenshot shows the Nusuk Umrah dashboard for user AHMED NAWAF. The top navigation bar includes links for Dashboard, Packages, Service Providers, and user profile. Below the navigation, there are progress indicators for 'Activate your eWallet', 'Browse Service Provider', 'Select your Package', 'Book your Package', and 'Review Itinerary'. The main content area features a 'Welcome Back!' message, the user's name, and three key cards: 'Preferred Category LUXURY', 'eWallet Value 20,000.00 SAR' (with a 'View eWallet' button highlighted in red), and '267 days remaining to Hajj 1446'. Below these is a 'Notifications Center' table.

Status	Tasks title	Tasks description
Completed	Select preferred category	Review and select your tentatively preferred category
Pending	Select preferred package	Review and select your tentatively preferred package
Completed	Activate your eWallet	Activate Digital Wallet



The screenshot shows the user profile dropdown menu for AHMED NAWAF. The menu items are: Account, My Profile, My Family, My Package, My Itinerary, More, and Logout. The 'My Profile' option is highlighted, indicating the user is currently viewing their profile page.

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. At the top, a progress bar shows 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 'Withdrawal' and 'Top Up' buttons. Below this is the 'Transactions History' section, which includes an 'Export' and 'Print' button. The transaction history table is as follows:

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

At the bottom, the 'Bank Account Details' section shows fields for Account Number Full Name, Bank Name, SWIFT Code, IBAN Number, Account Number, Currency, Bank Address, and Bank Contact Number, with a 'Change' button.

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.

The screenshot displays the 'My Wallet' interface. At the top, a progress bar shows steps: Create an Account, Upload your Documents, Fill the Application, Application Verification, and Select Preferred Category. The left sidebar contains navigation options: My Profile, My Family, My Community, My Guide, My Package, My Wallet (highlighted), and My Hajj Itinerary. The main content area shows the 'My Wallet' section with a 'Current Balance' of 44,500.00 SAR. Below the balance are 'Withdrawal' and 'Top Up' buttons. The 'Transactions History' table lists three transactions:

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 is the 'Bank Account Details' section with 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.

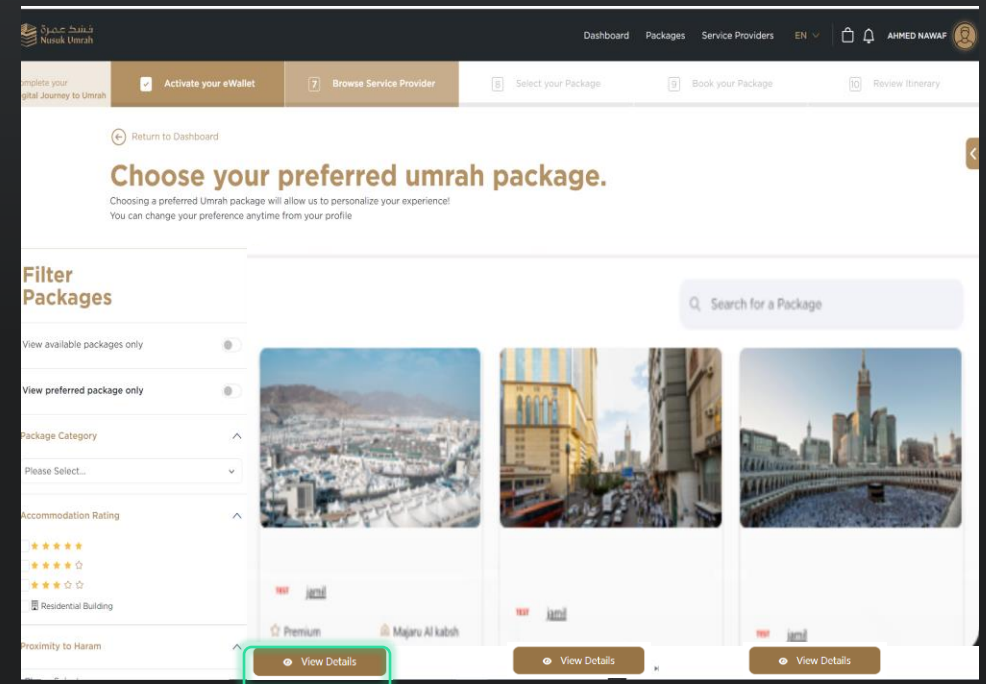
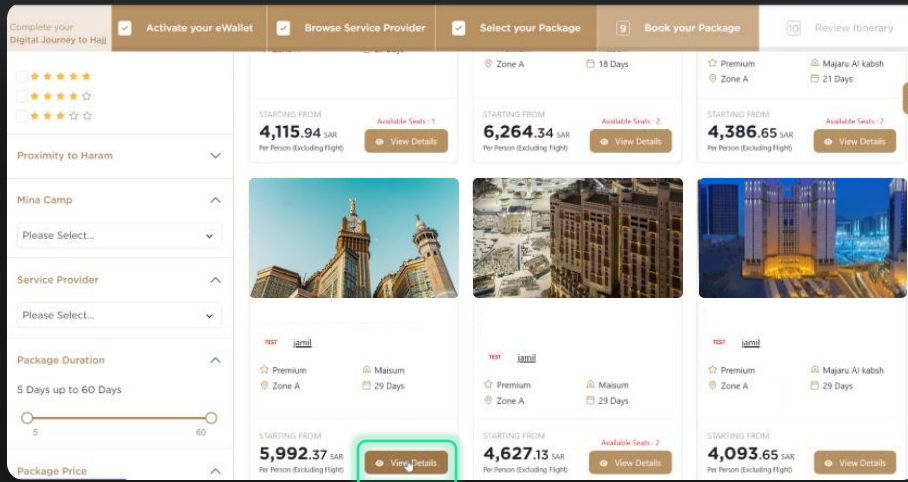
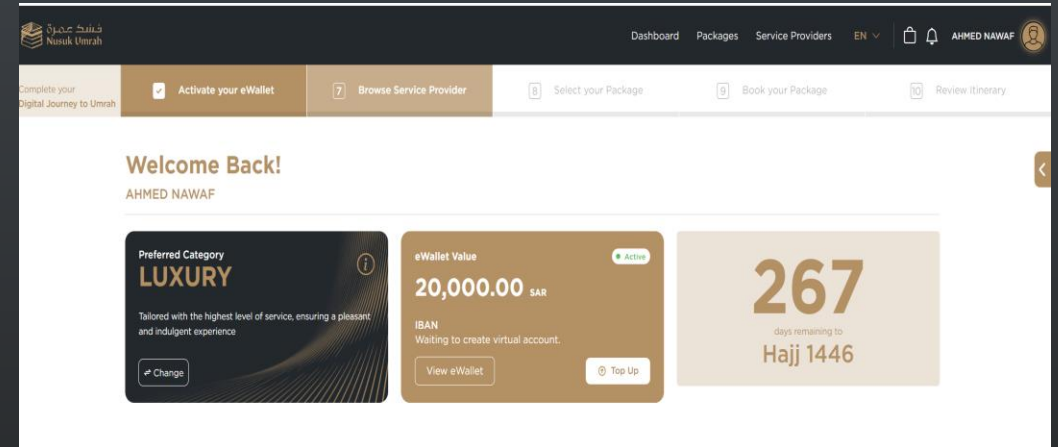
9. Packages:

9.1. After selecting your preferred package and charging the e-wallet, you will be redirected to **Book you Package** page to book the package according to your preferred one.

9.2. Then you will be redirected to choose the package and view it's 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:

9.5. 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 rooms, Additional Services, Flight, Payment).

- 9.6.1.** Choose Makkah hotel rooms.
- 9.6.2.** Choose Medinah hotel rooms.
- 9.6.3.** Choose Additional services if exist & needed.
- 9.6.4.** Choose Flight.

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.

Select Room Type	Select Quantity	Select Quantity
Single Room	0.00 SAR Per Room - 1 +	0.00 SAR Per Room - 1 +
Double Room	0.00 SAR Per Room - 0 +	0.00 SAR Per Room - 0 +
Triple Room	0.00 SAR Per Room - 0 +	0.00 SAR Per Room - 0 +
Quadruple Room	0.00 SAR Per Room - 0 +	0.00 SAR Per Room - 0 +
Total	1	1

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.

9.4.3. 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.*

The screenshot displays the Nusuk Umrah website interface. At the top, the logo 'نوسك عمرة Nusuk Umrah' is visible. The navigation bar includes 'Dashboard', 'Packages', 'Service Providers', 'EN', and user icons. A progress bar shows steps: 'Complete your Digital Journey to Umrah', 'Activate your eWallet', 'Browse Service Provider', 'Select your Package', 'Book your Package', and 'Review Itinerary'. The main content area features a 'Flexible Package' card with a starting price of 2,005.97 SAR per person. The card includes a large image of the Kaaba and a smaller image of a hotel. Below the images are tabs for 'Package Overview', 'Accommodation', 'Transportation', 'Services', and 'Package Services'. A 'Mark As Preferred' button is also present. The 'Package Overview' section below the card lists the package name, dates (From 28-Sep-2024 - To 28-Oct-2024), and nights: (10) Nights, Makkah (5) Nights, and Madinah (5) Nights. The 'Luxury Madinah' logo is in the bottom right corner.

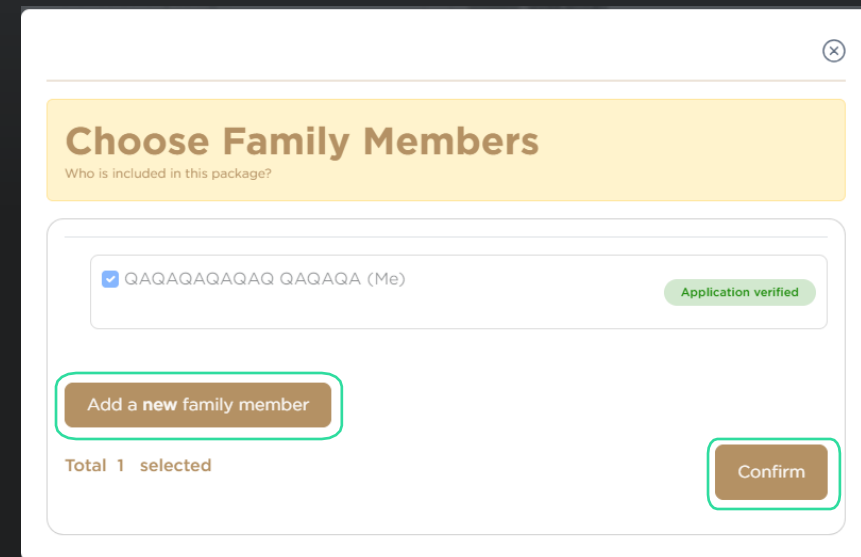
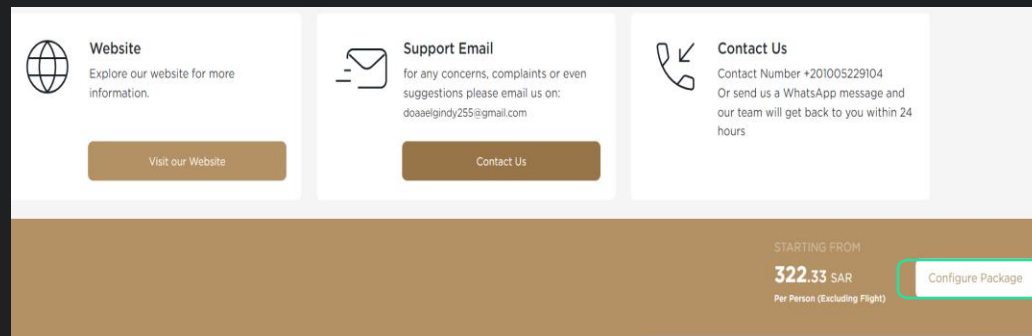
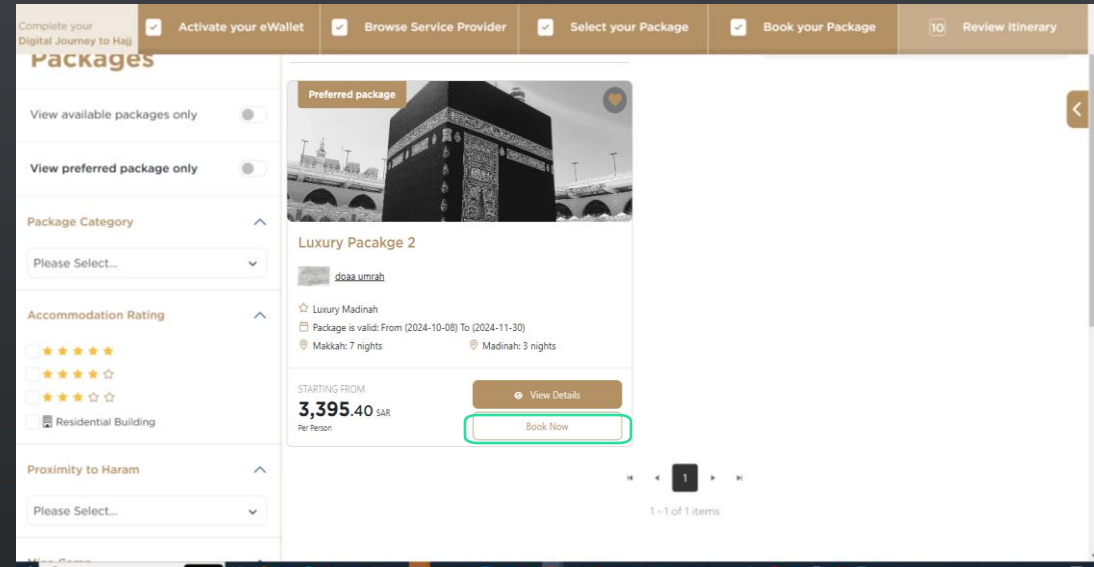
10. Purchase Package:

10.1. When going to packages, will appear all packages and we can filter by preferred package or available packages.

10.2. For the package chosen press “View Details”.

10.3. When clicking on “Book now” you will be able to select family members.

10.4. Review the package details then press “Configure Package”.



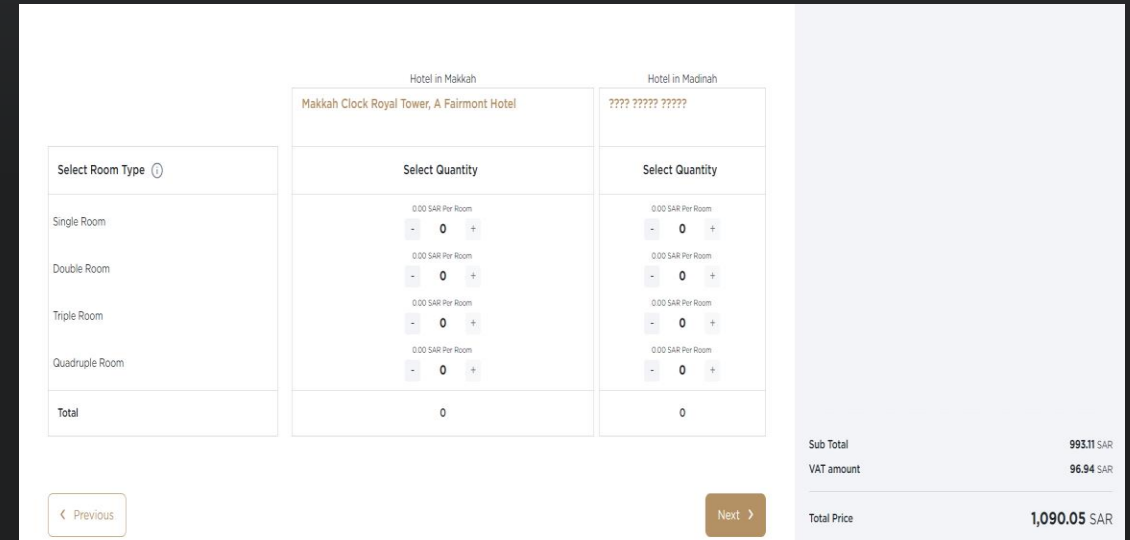
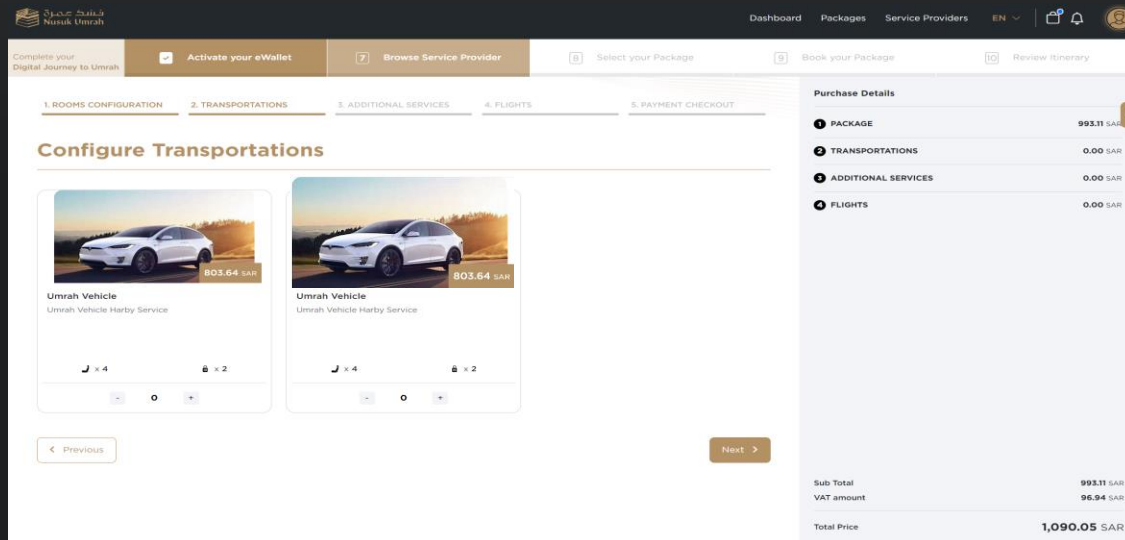
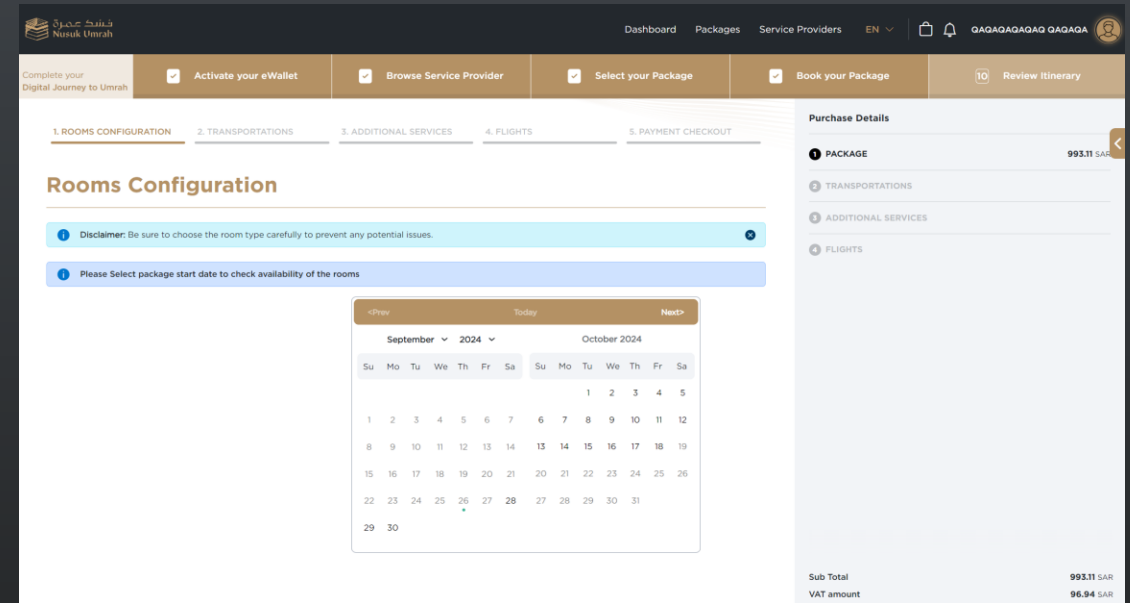
10. Purchase Package:

10.4. Start selecting hotel rooms then press "Next".

10.5. select Vehicle then press "Next".

10.6. Add Additional Services then press "Next".

10.7. Choose the flight then press "Next".



10. Purchase Package:

10.8. Choose the flight then press “Next”.

The screenshot shows the 'Configure Flights Trips' page. The top navigation bar includes the Nusuuk Umrah logo, 'Dashboard', 'Packages', 'Service Providers', 'EN', and user icons. The progress bar shows steps: 1. ROOMS CONFIGURATION, 2. TRANSPORTATIONS, 3. ADDITIONAL SERVICES, 4. FLIGHTS (active), 5. PAYMENT CHECKOUT, 6. Select your Package, 7. Book your Package, and 8. Review Itinerary. The main content area is titled 'Configure Flights Trips' and includes a sub-header 'Booking for 1 Passengers - including airfare, taxes, fees and carrier charges'. Below this is a section for 'Service Provider Flights' with a note that these flights are organized by the service provider. A message states: 'There are no flights available in this package, you can search for flight contracts for custom flights'. At the bottom, there is a 'Select a Custom Flight' section with a note: 'You may select a flight of your choice. However, please ensure that the arrival and departure dates match the dates of the selected package. No compensation will be made for any missing days resulted from late arrival or early departure.' and an 'Acknowledge and Select a Flight' button. On the right, a 'Purchase Details' sidebar lists: PACKAGE (993.11 SAR), TRANSPORTATIONS (803.64 SAR), ADDITIONAL SERVICES (0.00 SAR), and FLIGHTS (0.00 SAR). The total price is 2,005.97 SAR.

The screenshot shows the 'Select a Custom Flight' page. The top navigation bar is identical to the previous screenshot. The progress bar shows steps: 1. ROOMS CONFIGURATION, 2. ADDITIONAL SERVICES, 3. FLIGHTS (active), and 4. PAYMENT CHECKOUT. The main content area is titled 'Select a Custom Flight' and includes a sub-header 'Booking for 1 Passengers - including airfare, taxes, fees and carrier charges'. Below this is a note: 'You may select a flight of your choice. However, please ensure that the arrival and departure dates match the dates of the selected package. No compensation will be made for any missing days resulted from late arrival or early departure.' The page features a search form with the following fields: 'Round Trip' (selected), 'Multi City', 'Albury - ABX', 'Jeddah - JED', 'Sep, 28, 2024', 'Oct, 08, 2024', '1 Traveler, Economy', and a 'Search' button. The Almosafer logo is visible in the top right corner of the search area.

10. Purchase Package:

10.8. Proceed to payment checkout then press “Purchase Package”.

10.9. After that will appear “view Umrah Itinerary”.

Complete your Digital Journey to Umrah

Activate your eWallet Browse Service Provider Select your Package Book your Package Review Itinerary

1. ROOMS CONFIGURATION 2. TRANSPORTATIONS 3. ADDITIONAL SERVICES 4. FLIGHTS 5. PAYMENT CHECKOUT

Payment checkout

Flexible Package
doaa umrah

Umrah Visitor Names

Umrah Visitor Name	Passport
AHMAD AHMAD	14521452

Accommodation

Room Sharing Preferences	Hotel in Makkah		Hotel in Madinah	
	Quantity	Quantity	Quantity	Quantity
Single Room	1	1		
Double Room	0	0		
Triple Room	0	0		
Quadruple Room	0	0		
Umrah Visitors	1	1		

Purchase Details

- 1 PACKAGE 993.11 SAR
- 2 Transportations 803.64 SAR
- 3 Additional Services 0.00 SAR
- 4 Flights 0.00 SAR

Disclaimer: Your hotel may impose fees for early check-in before 4:00 PM and late check-out after 1:00 PM.

Sub Total Including VAT 1,796.75 SAR 209.22 SAR

Total Price 2,005.97 SAR

eWallet Balance 500,000.00 SAR

Purchase package

Complete your Digital Journey to Hajj

Activate your eWallet Browse Service Provider Select your Package Book your Package Review Itinerary

1. ROOMING CONFIGURATION 2. ADDITIONAL SERVICES 3. FLIGHTS 4. PAYMENT CHECKOUT

Confirmed

You have successfully purchased package:
Third Scenario Saturday

All package details are available in “My Hajj Itinerary” section.

View Hajj Itinerary

Purchase Details

- 1 HAJJ PACKAGE 7,124.16 SAR
- 2 Additional Services 1,093.38 SAR
- 3 Flights 203.00 SAR

Sub Total Including VAT 8,420.54 SAR 1,035.54 SAR

Total Price 9,456.08 SAR

11. Umrah Itinerary:

11.1. From this you can view the purchased package details.

11.2. Print PDF for the package.

The screenshot shows the 'MY UMRAH ITINERARY' page on the Nusuk Umrah website. The page features a progress bar at the top with five steps: 'Activate your eWallet', 'Browse Service Provider', 'Select your Package', 'Book your Package', and 'Review Itinerary'. Below the progress bar is a map of Saudi Arabia with a dotted line indicating the Umrah route. The main heading is 'MY UMRAH ITINERARY' with a 'Print PDF' button and a 'Send invoice to email' button. The 'My Package' section shows a package ID and the name 'doaa umrah'. The 'Transportations' section contains a table with columns for 'Car Model', 'Vehicle', and 'Luggages'. The 'Accommodation' section shows a stay at 'Hilton' from '01-Sep-2024' to '30-Sep-2024'. The 'Visa' section shows a table with columns for 'Umrah Pilgrim Name', 'Passport', 'Visa Status', 'Ticket Number', and 'PNR Number'.

Car Model	Vehicle	Luggages
Umrah Vehicle	4	2

Umrah Pilgrim Name	Passport	Visa Status	Ticket Number	PNR Number
QAGAQAGAQAG QAGAGA	AQAGAQAG	Visa New		

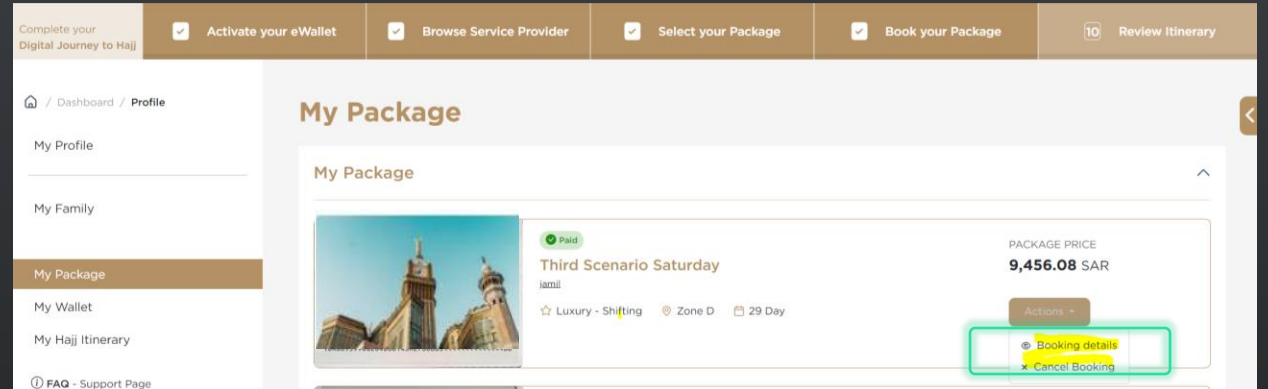
12. Booking Cancellation:

12.1. From “My Profile” go to “ My Package” , here will appear the current package.

12.2. From “Action” button:

12.2.1. From “Booking Details Button” we can view current package booking details.

12.2. From “Cancel Booking” button we can proceed to package booking cancellation.



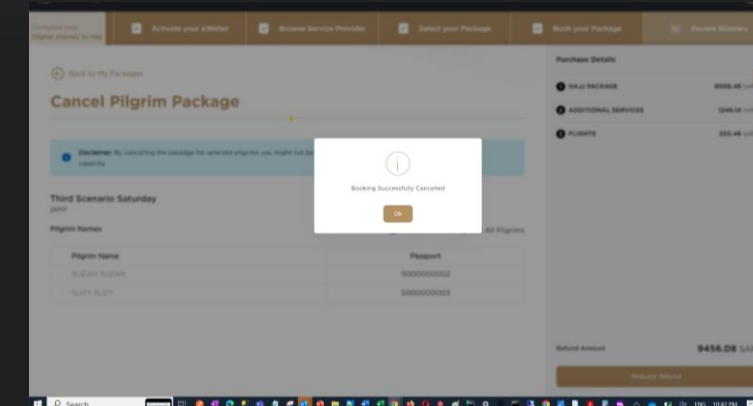
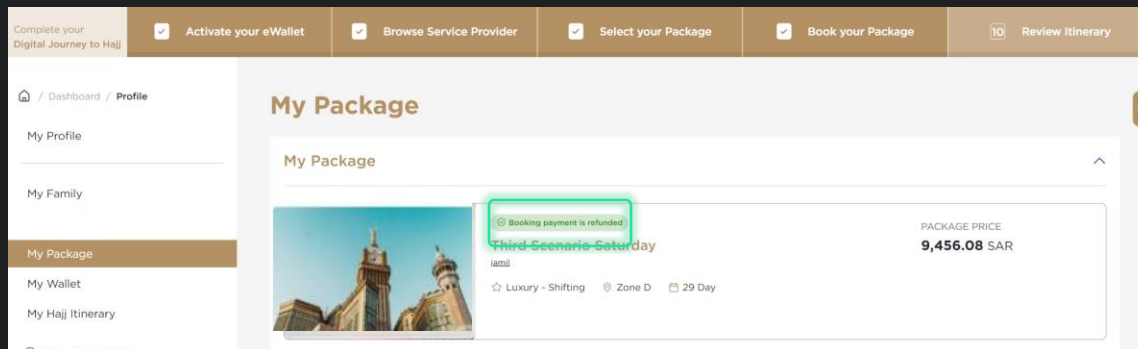
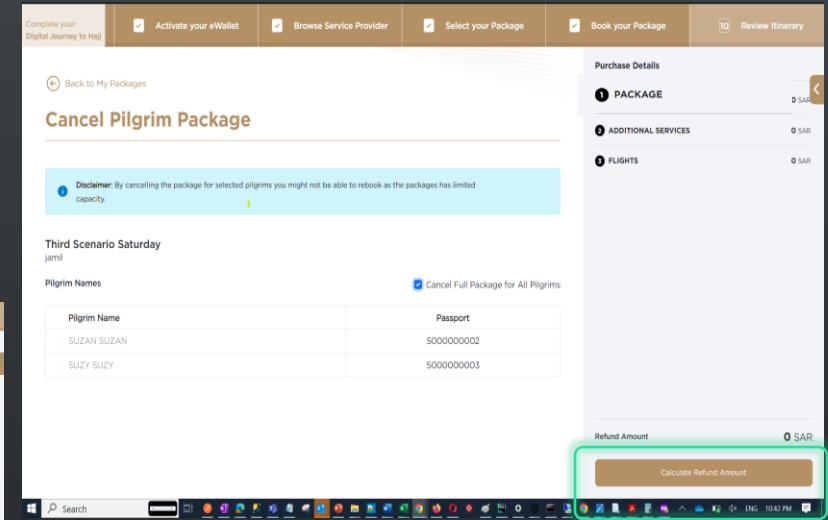
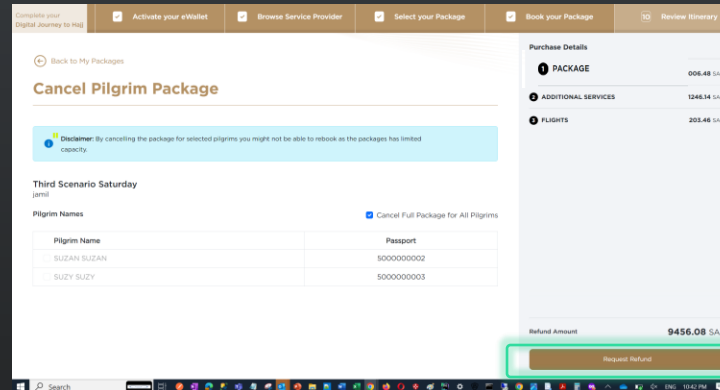
12. Booking Cancellation:

12.3. You will be redirected to Cancel Pilgrim Package then press “Calculate Refund Amount”.

12.4. To continue refund process press “Request Refund”.

12.5. The booking will be successfully Canceled and will appear a pop-up with this.

12.6. In My Packages will appear “Booking Payment Refund Successfully” after the refund is done.



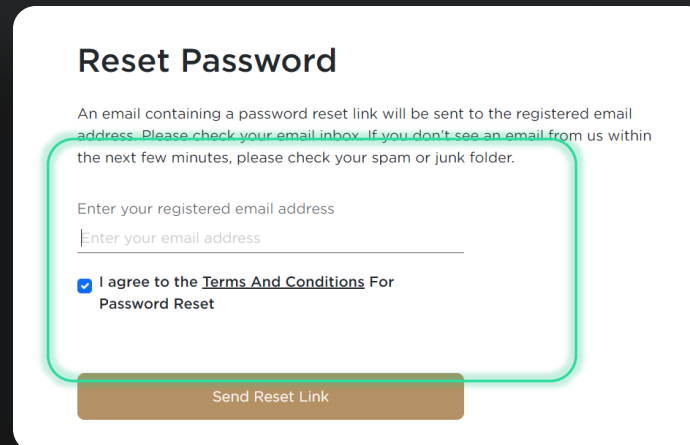
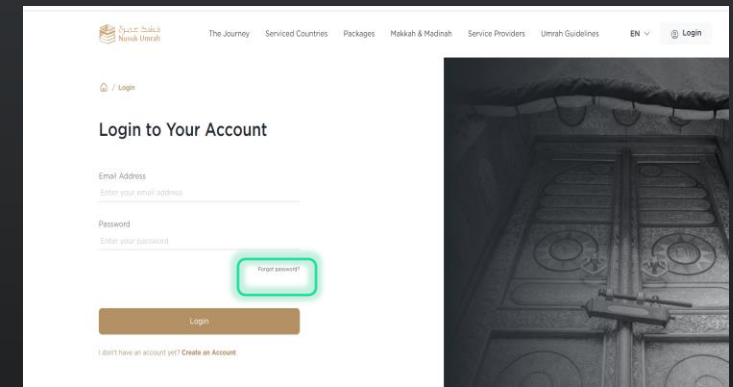
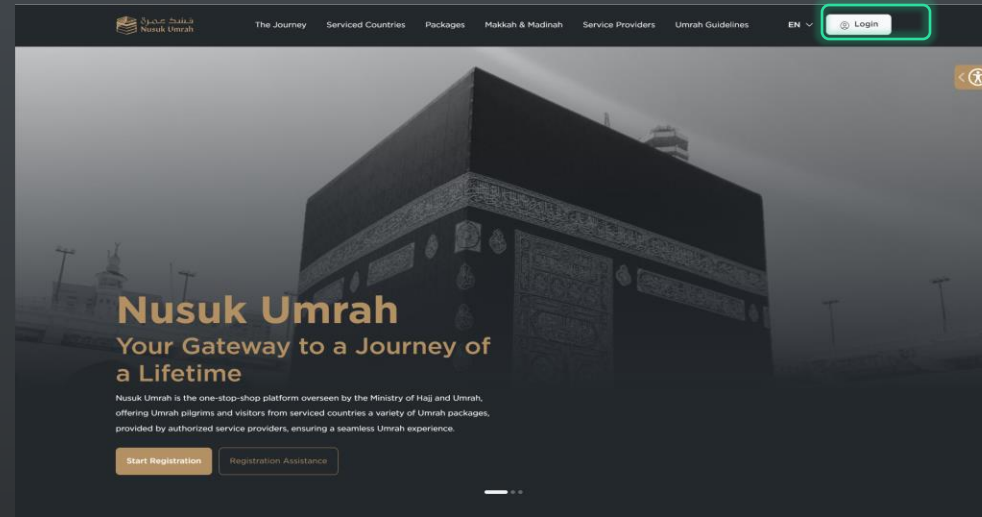
13. Forget Password:

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

- 13.1. From Home page.
- 13.2. Go to Login.
- 13.3. Press Forget Password

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

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



13. Forget Password:

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

13.7. 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 a 'Reset Password' form on a white background. At the top left, there is a breadcrumb link '/ Login'. The main heading is 'Reset Password'. Below the heading, there are 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: 'Minimum of 8 characters.', 'At least one lowercase letter.', 'At least one uppercase letter.', 'At least one number.', and 'At least one special character (@#%*&)'.

/ 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
umrah.nusuk.sa



Support Email
Support@umrah.nusuk.sa



Support Centers
(Booking an Appointment)



Call Center
+966 9200 31201



Thank you



نُسُكُ عَمْرَةَ
Nusuk Umrah