

ضيوف البيت
AI Bait Guests
خدمات الحجاج Pilgrims Services

Navigating Nusuk

Step 1: Create an Account

Step 2: Upload Documents

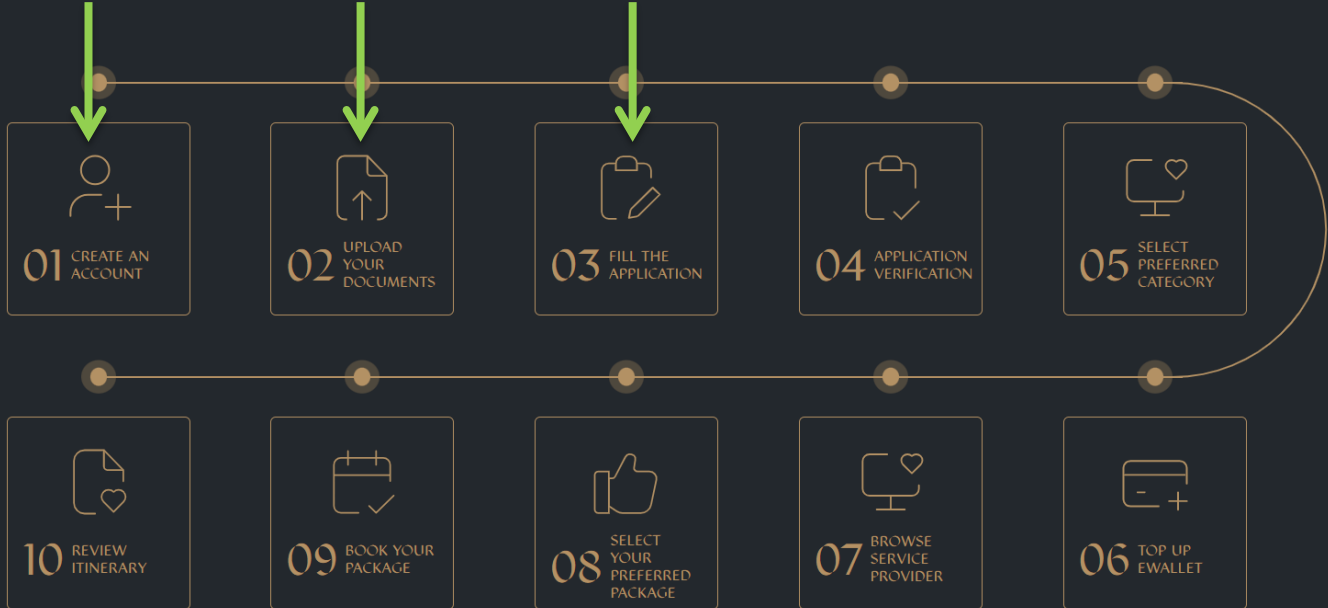
Step 3: Fill the Application

Disclaimer:

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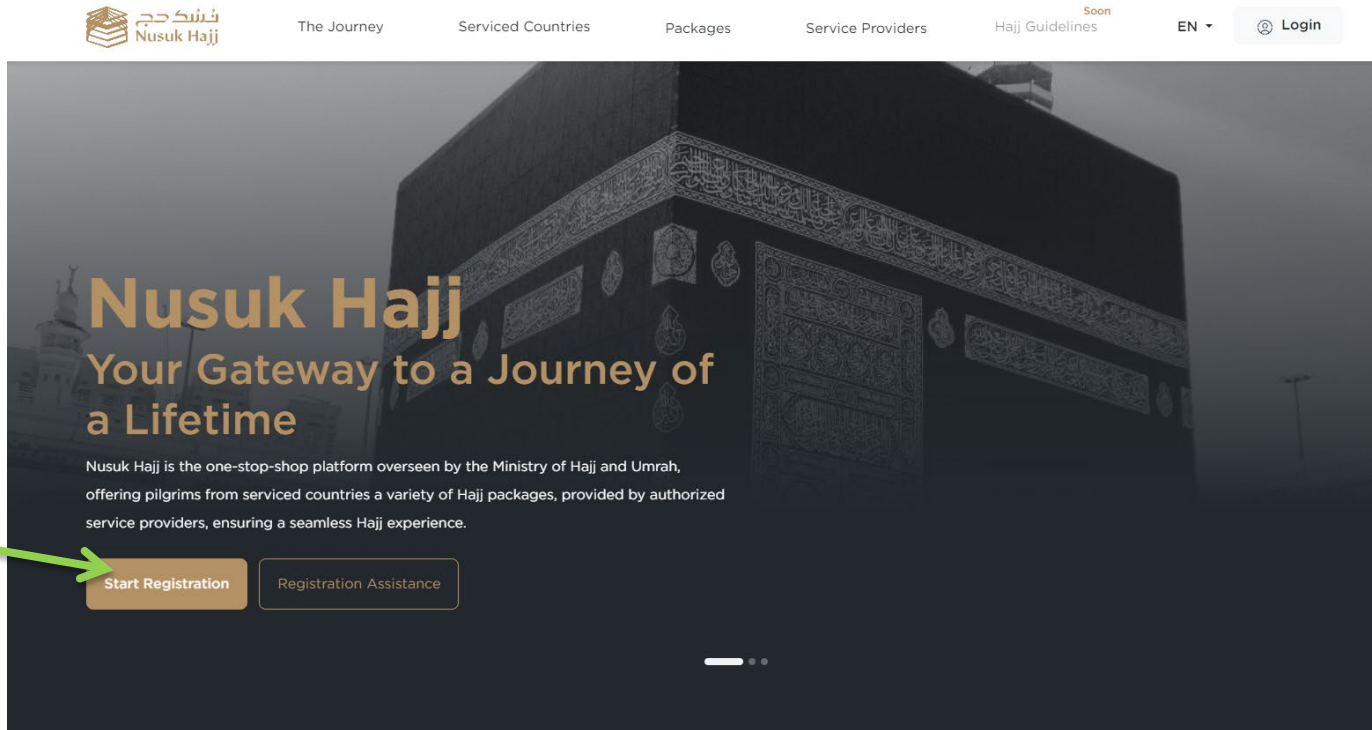
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10 STEPS CLOSER TO 1445 HAJJ



Step 1: Creating an account

1.1- Start your journey with Nusuk by selecting “Start Registration”



نُسُك حَجَّ
Nusuk Hajj

The Journey Serviced Countries Packages Service Providers Hajj Guidelines ^{Soon} EN ▾ Login

Nusuk Hajj

Your Gateway to a Journey of a Lifetime

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

[Start Registration](#) [Registration Assistance](#)

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 ^{Soon}

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...

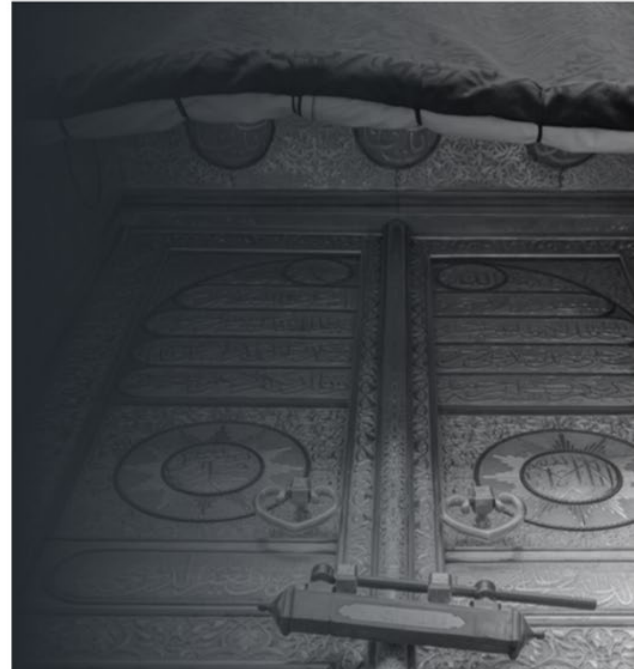
I confirm this is my country of residence

Create an Account

Insert Email Address

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

Subscribe to Receive All Email Updates



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

نُسُك حَجَّج
Nusuk Hajj

The Journey Serviced Countries Packages Service Providers Hajj Guidelines ^{Soon} 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)

نُسُك حَجَّج
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 Instagram

Step 1: Creating an account

1.4- Confirm your email address and Create a password



The Journey

Serviced Countries

Packages

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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

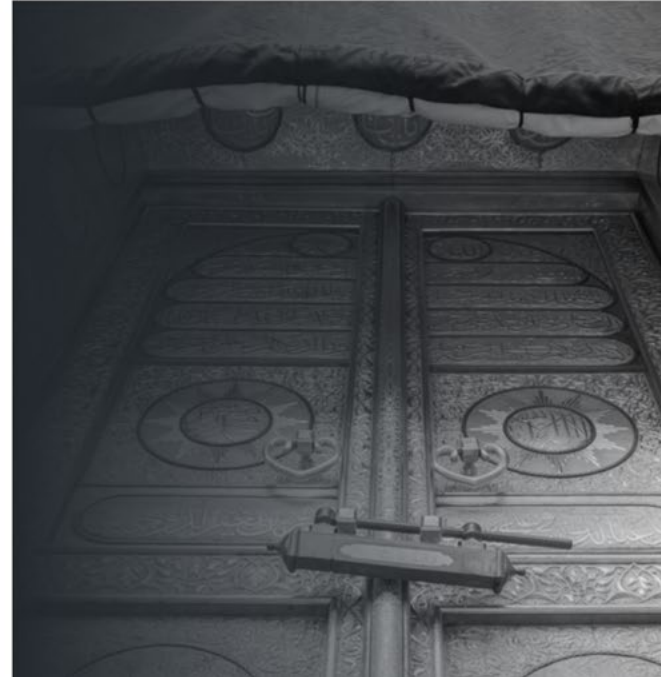
Enter your password



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 ^{Soon}

EN ▾

 Login

 / Login


Login to Your Account

Email Address

Password

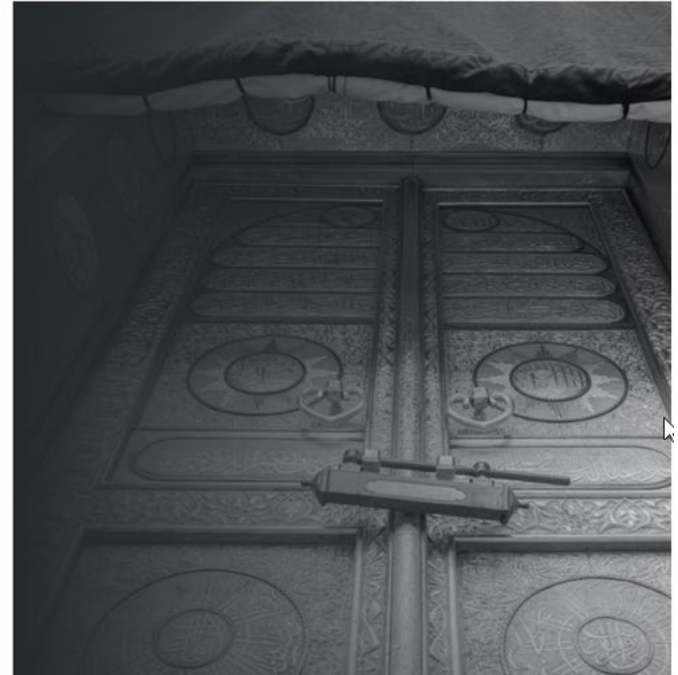
[Forgot password?](#)

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)

The screenshot displays the Nusuk Hajj application interface. At the top, the logo for Nusuk Hajj is visible on the left, and the language 'EN' is on the right. A progress bar at the top indicates the current step: '2 Upload your Documents', with other steps being '3 Fill the Application', '4 Application Verification', '5 Select Preferred Category', and '6 Activate your eWallet'. The main content area is titled 'Upload Your Documents' and includes instructions: 'Please ensure the highest possible quality for all documents. Review documents before uploading.' Below this, there are two document categories: 'Attached Passport' and 'Personal Photo', each with specific format, dimension, and size requirements, and a 'Guideline' section. A modal window titled 'Uploading Guide' is overlaid on the screen, containing a document icon, the heading 'Guidelines for Document Upload', and the text: 'Before proceeding with the document upload, please review and ensure the accuracy of the uploaded documents'. At the bottom of the modal is a 'Proceed' button with a right-pointing arrow. On the right side of the interface, there is a 'View Uploading Guide' link, two 'Upload Document' buttons with cloud upload icons, and 'Drop Files Here To Upload' text. At the bottom right, there are 'Save & Continue Later' and 'Next' buttons.

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

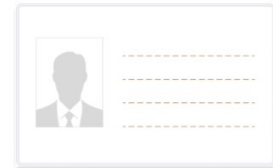
To streamline your experience, kindly adhere to the following guidelines while uploading your proof of residency:

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



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

نُسُك حَجَّجْ
Nusuk Hajj

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 * <small>Passports must be valid for at least 6 months before the date of arrival in the Kingdom of Saudi Arabia</small>

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.

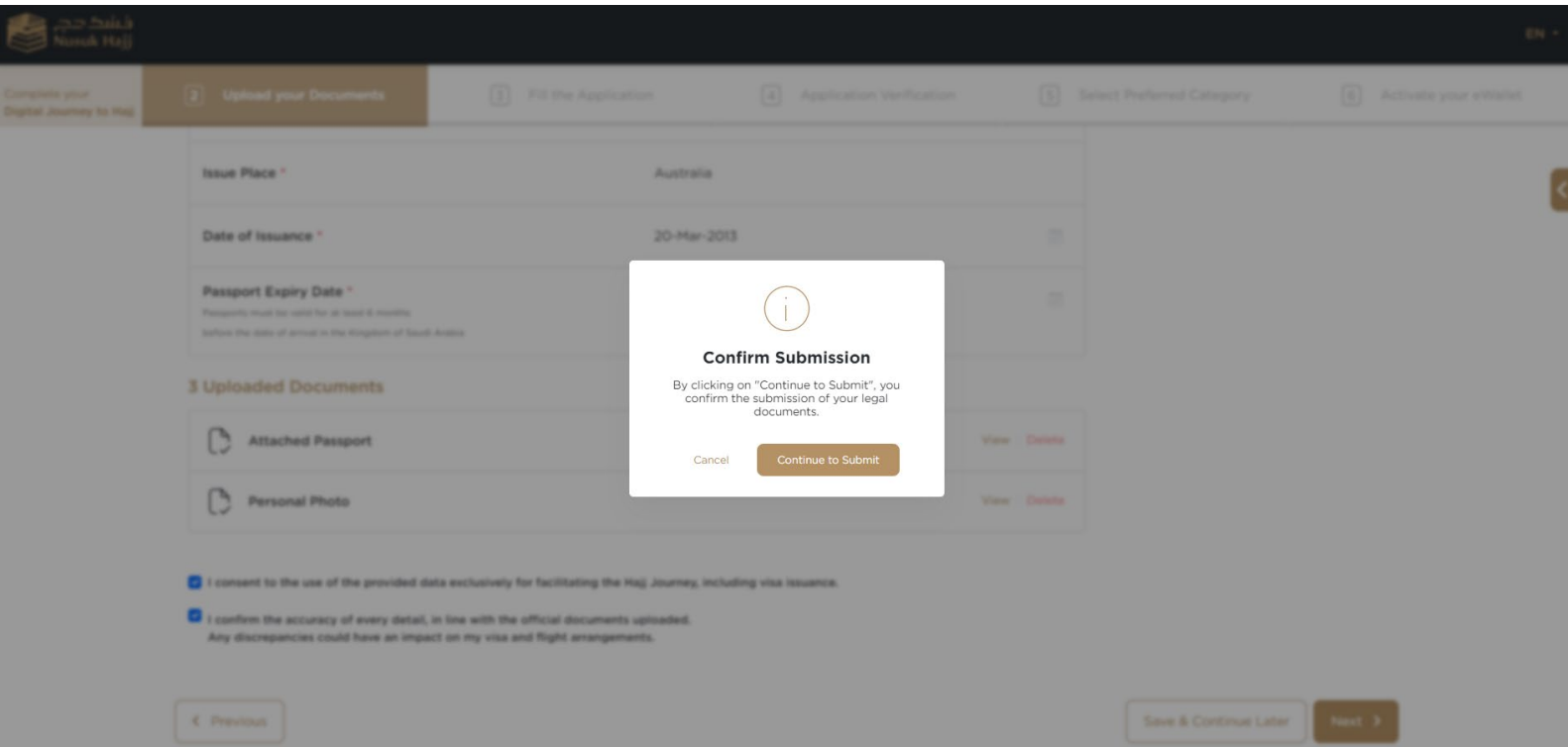
[← Previous](#)

[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 a web application interface for Hajj applications. At the top, there is a navigation bar with the Saudi Hajj logo and a progress indicator with five steps: 1. Fill the Application, 2. Upload your Documents (highlighted), 3. Application verification, 4. Select Preferred Category, and 5. Activate your eVisa. The main content area shows a form with fields for 'Issue Place' (Australia), 'Date of Issuance' (20-Mar-2013), and 'Passport Expiry Date'. Below this is a section titled '3 Uploaded Documents' containing 'Attached Passport' and 'Personal Photo', each with 'View' and 'Delete' links. A modal dialog box is centered on the screen, titled 'Confirm Submission', with the text: 'By clicking on "Continue to Submit", you confirm the submission of your legal documents.' The dialog has 'Cancel' and 'Continue to Submit' buttons. At the bottom of the page, there are 'Previous' and 'Next' buttons, and a 'Save & Continue Later' button.

Complete your Digital Journey to Hajj

1 Fill the Application

2 Upload your Documents

3 Application verification

4 Select Preferred Category

5 Activate your eVisa

Issue Place * Australia

Date of Issuance * 20-Mar-2013

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

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

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

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

Application Form

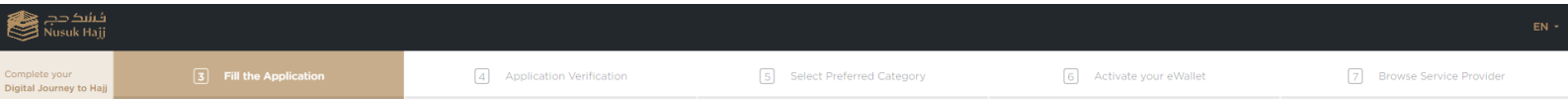
Completing Your Application Is Essential for Visa Eligibility and Issuance Upon Package Purchase.

4 Background Details Part 1 of 2

Previously Received a Visa To Enter KSA? *	<input type="radio"/> Yes <input checked="" type="radio"/> No	Previous Visa Rejection To Enter KSA? *	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="text" value="Please Provide Description"/>		<input type="text" value="Please Provide Description"/>	
Does your passport contain any restriction/condition/valid for only one trip? *	<input type="radio"/> Yes <input checked="" type="radio"/> No		
<input type="text" value="Please Provide Description"/>			
Do You Have Relatives Residing in KSA?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Do You Hold Other Nationalities?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Relative Full Name	Relative Relation	Select Nationality	Date of Issuance
<input type="text" value="Please Provide Description"/>	<input type="text" value="Please Select..."/>	<input type="text" value="Please Select..."/>	<input type="text" value="DD-MMM-YYYY"/>
<input type="button" value="Add another relative"/>		<input type="button" value="Add Nationality"/>	
Have You Ever Traveled to Other Countries in the Past Six Months?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Select Country	Reason of Travel	Travel Dates (From date)	Travel Dates (To date)
<input type="text" value="Please Select..."/>	<input type="text" value="Please Provide Description"/>	<input type="text" value="DD-MMM-YYYY"/>	<input type="text" value="DD-MMM-YYYY"/>
<input type="button" value="Add travel history"/>			

Step 3: Fill the Application

3.3- Complete the application form



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 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

EN -

Complete your Digital Journey to Hajj

1 Fill the Application

2 Application Verification

3 Select Preferred Category

4 Activate your eWallet

5 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](#)

 **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](#)

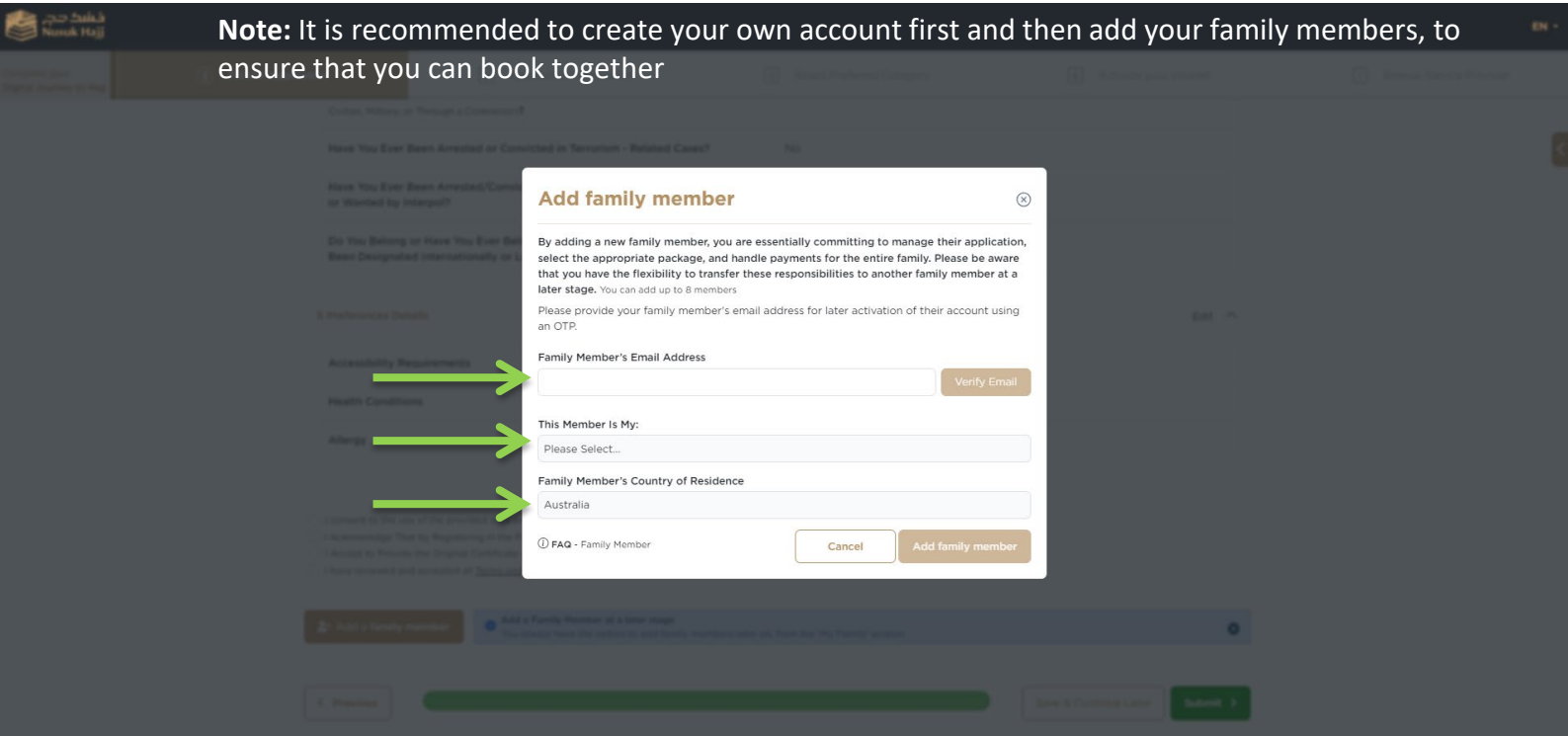
Save & Continue Later

Submit > 

Step 3: Fill the Application

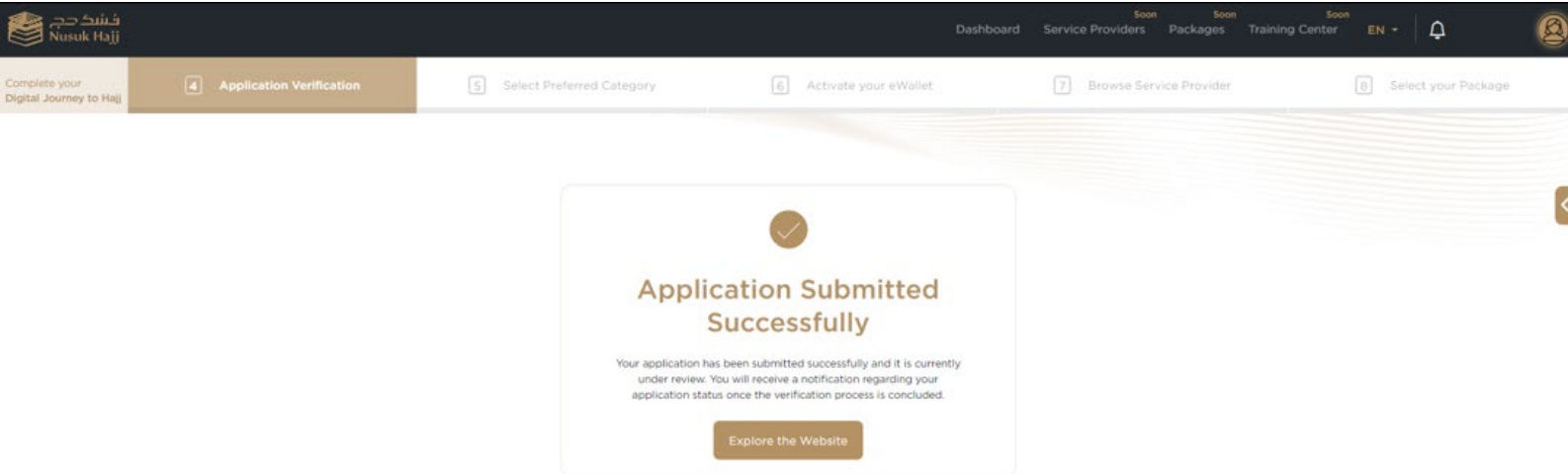
3.6- If you decide to add a family member at this point of your account creation, you will need to enter these details

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



Step 3: Fill the Application

3.7- Submit your application



The screenshot displays the Nusuk Hajj website interface. At the top left is the Nusuk Hajj logo. 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 four steps: 1. Application Verification (active), 2. Select Preferred Category, 3. Activate your eWallet, and 4. Browse Service Provider. The main content area features a central confirmation box with a green checkmark icon, the text "Application Submitted Successfully", and a message stating: "Your application has been submitted successfully and it is currently under review. You will receive a notification regarding your application status once the verification process is concluded." Below the message is a button labeled "Explore the Website".

Application Submitted Successfully

Your application has been submitted successfully and it is currently under review. You will receive a notification regarding your application status once the verification process is concluded.

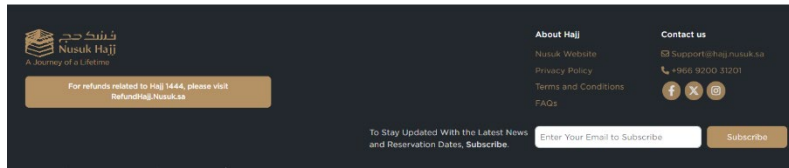
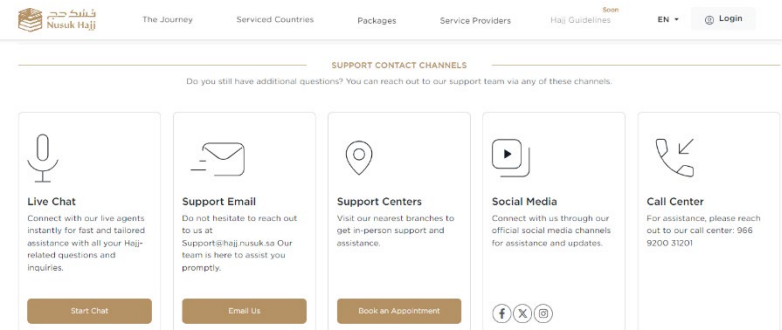
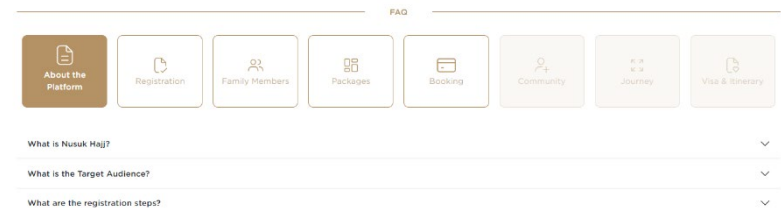
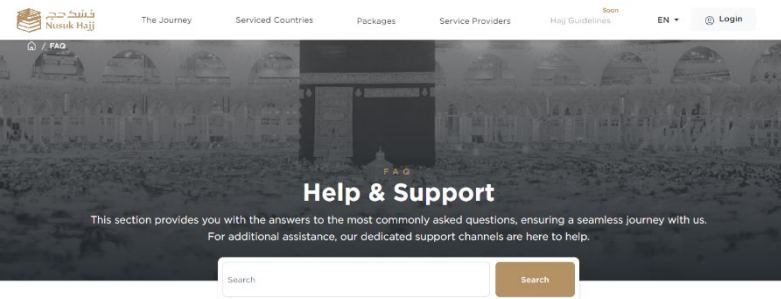
[Explore the Website](#)

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 verification interface. At the top, the header includes the Nusuk Hajj logo and navigation links for Dashboard, Service Providers, Packages, Training Center, and EN. Below the header, a progress bar shows four steps: 4. Application Verification (active), 5. Select Preferred Category, 6. Activate your eWallet, 7. Browse Service Provider, and 8. Select your Package. The main content area is titled 'My Profile' and includes a sub-header 'View and edit your account information.' and an 'Application Status: Under Verification' indicator. The 'Personal Information' section contains a form with fields for First Name, Second/Father Name, Third Name, and Last Name in both English and Arabic. A green arrow points from the 'My Profile' breadcrumb to the 'My Profile' menu item in the left sidebar. Another green arrow points from the 'Application Status' to the 'Under Verification' label. A third green arrow points from the 'My Family' menu item in the sidebar to the left of the profile form. The footer includes logos for the Pilgrim Experience Program and the 2030 Vision.

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



To Edit My Family after creating your account

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

The screenshot displays the Nusuk Hajj website interface. At the top left, the Nusuk Hajj logo is visible. The top navigation bar includes links for Dashboard, Service Providers, Packages, Training Center, and EN. A user profile icon in the top right corner has a dropdown menu open, showing options: Account, My Profile, My Family, More, and Logout. A green arrow points to the 'My Family' option. Below the navigation bar, a progress bar shows four steps: 4 Application Verification, 5 Select Preferred Category, 6 Activate your eWallet, and 7 Browse Service Provider. A green arrow points to step 8, which is highlighted. The main content area features a success message: 'Application Submitted Successfully' with a checkmark icon. Below the message, it states: 'Your application has been submitted successfully and it is currently under review. You will receive a notification regarding your application status once the verification process is concluded.' A button labeled 'Explore the Website' is positioned at the bottom of the message box.

To Edit My Family after creating your account

2. Select “Add a new family member”

The screenshot displays the 'My Family' section of the Nusuk Hajj application. The top navigation bar includes 'Dashboard', 'Service Providers', 'Packages', and 'Training Center', with 'EN' and a notification bell icon. A progress bar at the top indicates steps: 4 Application Verification, 5 Select Preferred Category, 6 Activate your eWallet, 7 Browse Service Provider, and 8 Select your Package. The left sidebar shows 'Dashboard / Profile', 'My Profile', 'My Family' (highlighted), and 'FAQ - Support Page'. The main content area is titled 'My Family' and includes the subtitle 'View and manage family members' applications, add new members and more.' Below this, the 'Admin Account Information' section lists '(Me)' and 'Admin', with a yellow 'Under Verification' tag. The 'Family Members on Nusuk Hajj' section includes the text 'You can view and manage your family members' applications, add new members and more. [Learn More](#)' and a green arrow pointing to a brown button labeled 'Add a new family member'. Below the button, it 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 initiative.

To Edit My Family after creating your account

3. Follow the steps and enter the required information

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:

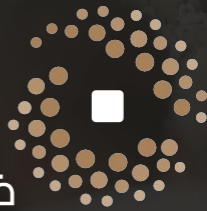
Family Member's Country of Residence

[FAQ - Family Member](#)



Visit:

hajj.nusuk.sa



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لخدمات الحجاج Pilgrims Services