



External Haj E-Services Portal

Haj Company under Mission User Guide

Table of contents

Introduction	4
Vision of the Mohaj.....	4
About the Portal	5
Portal Home Page.....	5
Portal help contact information:.....	6
Haj Mission Workflows:-	6
Create a new Haj Company and add Representative Workflow	7
First Step: create Haj Company under Mission in the Portal by Haj mission.....	7
Second step: activation the Haj Company under mission and made Main Representative.....	7
Third step: Main Representative create account and add another representative	7
2 -Register a main Representative workflow:	8
first step: Register the main Representative:.....	8
Second step: Login to the Portal and view:	9
THIRD STEP: Login to Portal and view DASHBOARD:.....	10
DASHBOARD :.....	Error! Bookmark not defined.
My information:.....	11
Representative:.....	11
Bank Warranties:.....	12
My Warranties:.....	12
Add Financial Info:.....	Error! Bookmark not defined.
3-Making contract of House/Food workflow	13
first step: Add request for house/food:.....	13
Housing contract:.....	13
Food provider:.....	14
Housing:.....	14
Food Providers:.....	15
Lifting Company:.....	16
Housing contracts:.....	16
Food contracts:.....	17
Cancel Housing Contract:.....	17
Cancel Food Contract:.....	18
First step: make contract:.....	18
Second step:.....	19
Housing Owner Approval of Contract Request and payment	19
Third step: Establishment Approval:-	19
Step four: view approval of house owner contract:	19
Packages:	19
Pilgrims Data:	20

Packages Requests:.....	20
Approved Packages:	Error! Bookmark not defined.
Pilgrim package:.....	20
Description important.	20
Authorize Contract:	20
Reports:	21
Circular & Notification:	21

Introduction

The following information shall serve as an introduction for Haj Company under Mission Users to fully comprehend the essence of the e-track electronic system to better serve the international Haj pilgrims. We want to highlight that this guide has been written for the end users of Haj Company under Missions and other stake holders to fully understand their workflow and steps to carry out their daily tasks towards the end goal of serving the international Haj pilgrims. A careful review of this guide shall serve to minimize unwanted communication between the service providers and the resources of the Ministry of Haj.

Vision of the Mohaj

Allah (Glorified and Exalted be He) has honored this holy country with the service of His guests and the visitors to the Prophet's Mosque. The wise government (may Allah safeguard it) seeks to improve the services provided for the guests of Allah, facilitate their procedures, maintain their rights, fulfill these sublime objectives, and achieve a great turnabout in the services of the international pilgrims. The government also seeks to achieve the required transparency with regard to the clarity of the procedures carried out by the pilgrim, and also the types, levels, elements, and costs of the service packages. In addition, the government seeks to impose more control and surveillance on the performance of all the authorities concerned with the affairs of Haj, and to improve all matters related to Haj.

The decision of the honorable Council of Ministers no. 386, dated 22/11/1433 A.H., declaring the approval of the project of the External Haj Portal for the international pilgrims has been issued. It is an electronic system that seeks to achieve a great turnabout in the procedures of the arrival and departure of pilgrims, and to follow up the services provided to them during their stay in the Kingdom. This is carried out by committing all the authorities concerned with the affairs of Haj to perform their tasks and provide their services via an integrated electronic system.

This is achieved by linking the Haj visa of every pilgrim to a package of services consisting of specific elements, such as housing, transportation, and food service, which should be clearly stated and announced via this electronic system, so that the pilgrim can identify these elements in advance before his arrival at the Kingdom. In addition, the monitorial authorities will be able to follow up how the services registered in the system match the services that are actually provided. Consequently, this will lead to the immediate removal of irregularities and to holding the negligent to account, according to the regulations and instructions. This project keeps pace with the approach adopted by the country (may Allah safeguard it) towards changing the governmental transactions from manual operations to e-government transactions.

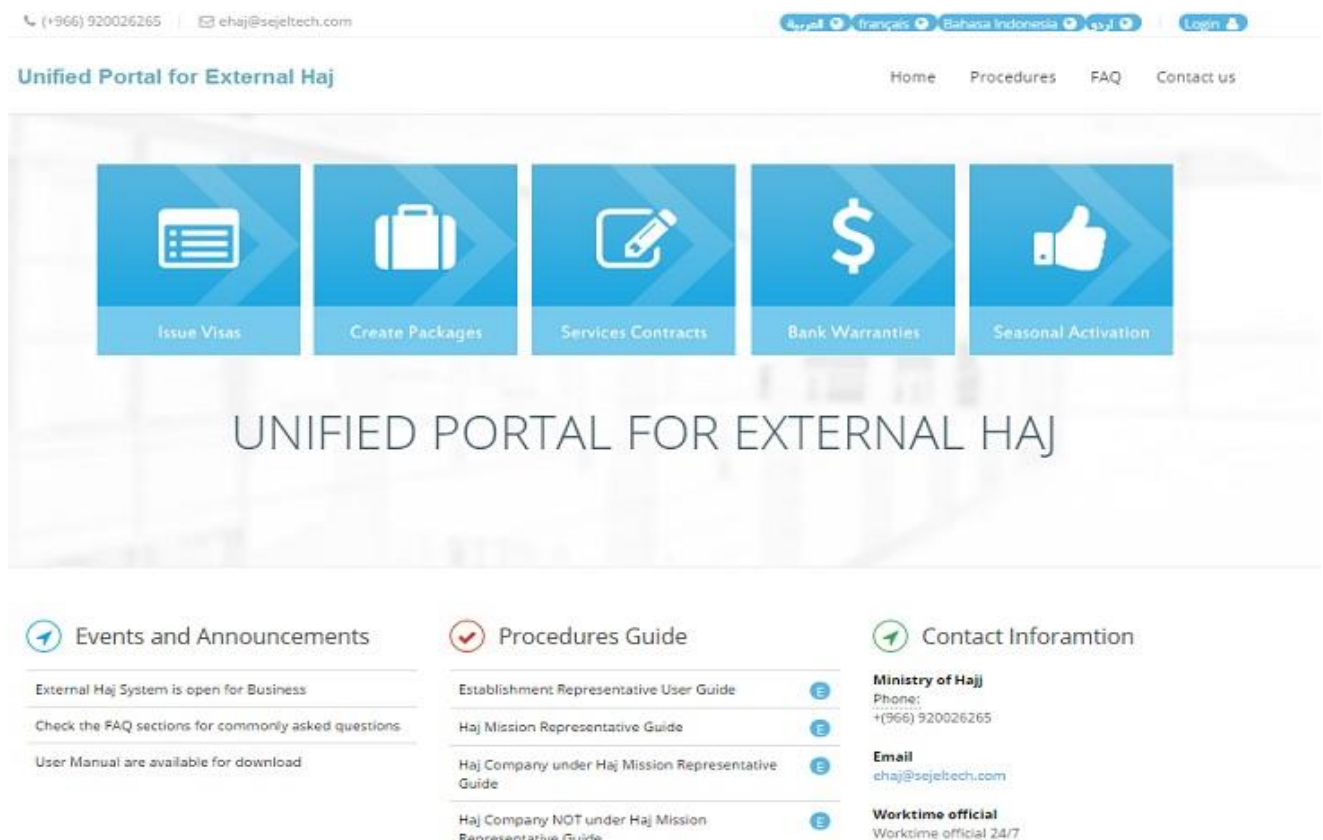
About the Portal

This electronic system consists of five main phases, with every phase depending on the preceding one. These phases are as follows:



Portal Home Page

By clicking on the URL : <http://ehaj.haj.gov.sa/EH/default.xhtml>, you will be greeted with the External Haj E-Services Web Application Home page. Remember to save this URL as your favorite so you do not have to remember the URL.

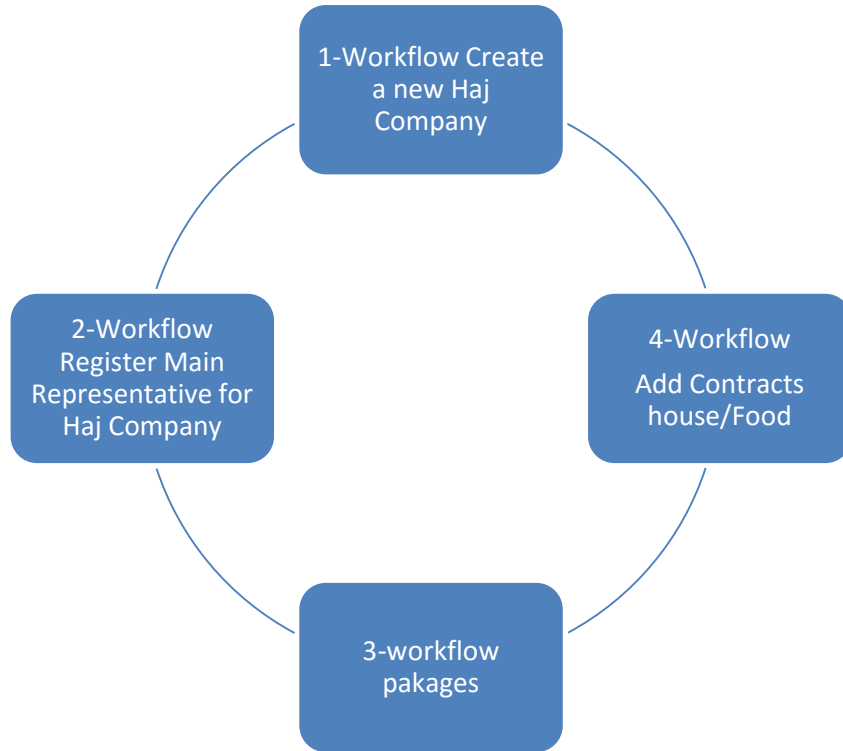


The screenshot shows the home page of the Unified Portal for External Haj. At the top, there is a header with contact information: (+966) 920026265 and email ehaj@sejeltech.com. Navigation links for Arabic, Français, Bahasa Indonesia, اردو, and Login are provided. The main navigation bar includes Home, Procedures, FAQ, and Contact us. The central area features five large blue buttons with icons and labels: Issue Visas, Create Packages, Services Contracts, Bank Warranties, and Seasonal Activation. Below this, the text 'UNIFIED PORTAL FOR EXTERNAL HAJ' is displayed. The footer contains three main sections: Events and Announcements, Procedures Guide, and Contact Information. The Events and Announcements section lists: External Haj System is open for Business, Check the FAQ sections for commonly asked questions, and User Manual are available for download. The Procedures Guide section lists: Establishment Representative User Guide, Haj Mission Representative Guide, Haj Company under Haj Mission Representative Guide, and Haj Company NOT under Haj Mission Representative Guide. The Contact Information section provides: Ministry of Hajj, Phone: (+966) 920026265, Email: ehaj@sejeltech.com, and Worktime official: Worktime official 24/7.

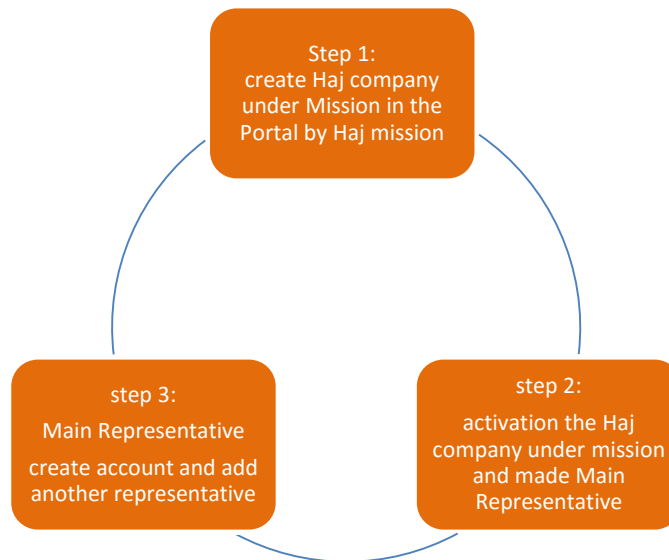
Portal help contact information:

Contact Name	Contact Phone	Email Address	Working hours	Contact reason
Call Center	(+966) 920026265	ehaj@sejeltech.com	24/7	Question or technical issue

Haj Mission Workflows-:



Create a new Haj Company and add Representative Workflow



First Step: create Haj Company under Mission in the Portal by Haj mission.

Haj Company under mission visit Haj mission belongs to it.

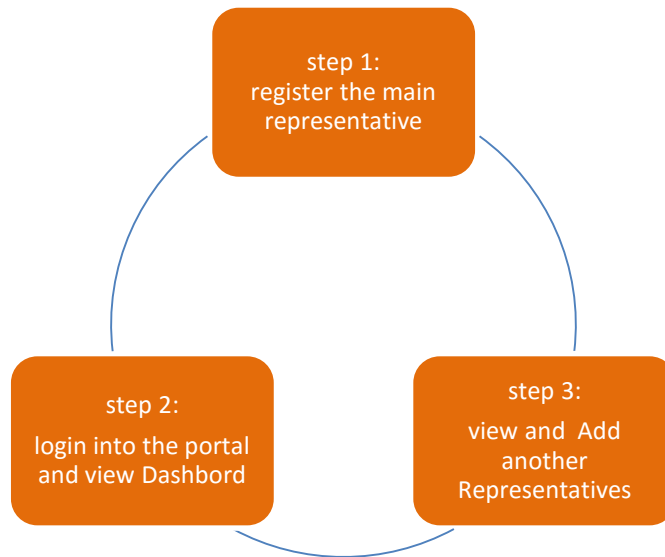
Second step: activation the Haj Company under mission and made Main Representative.

Haj mission will activate haj under mission and add all the information for the main representative.

Third step: Main Representative create account and add another representative

An SMS notification will be sent to the Haj Company Main Representative about his/her name being added in the Haj Portal. This notification shall signal that the Representatives can create/register their new login information using the External Haj E-Services Portal.

2 -Register a main Representative workflow:



first step: Register the main Representative:

Once the Main Representative of the new Haj Company has received a notification from the Portal, he/she can create the new User Name and Password in the External Haj Portal by clicking on the button [Create an account/Activate User](#) on the External Haj Portal Home Page and the following login screen is displayed.

Login to your account

[Forgot Password?](#)

- ✓ [Create an account/Activate User](#)
- ✓ [Create / Check appointment & Registration for Housing, Food and Lifting providers](#)
- ✓ [Training courses](#)

1
2
3

User Verification
User Mobile verification
User Password Details

User Verification

Please fill the representative details you would like to activate

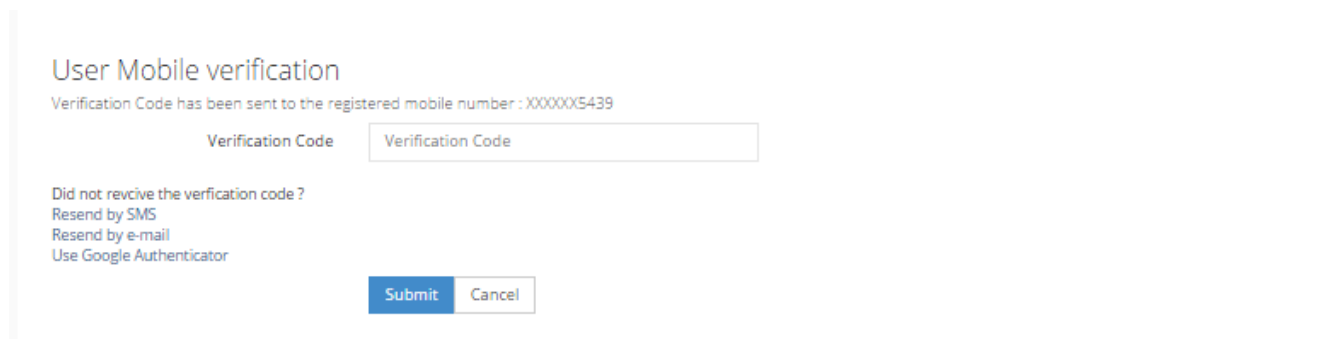
Nationality*

National ID*

Mobile No.*

I am Representing*

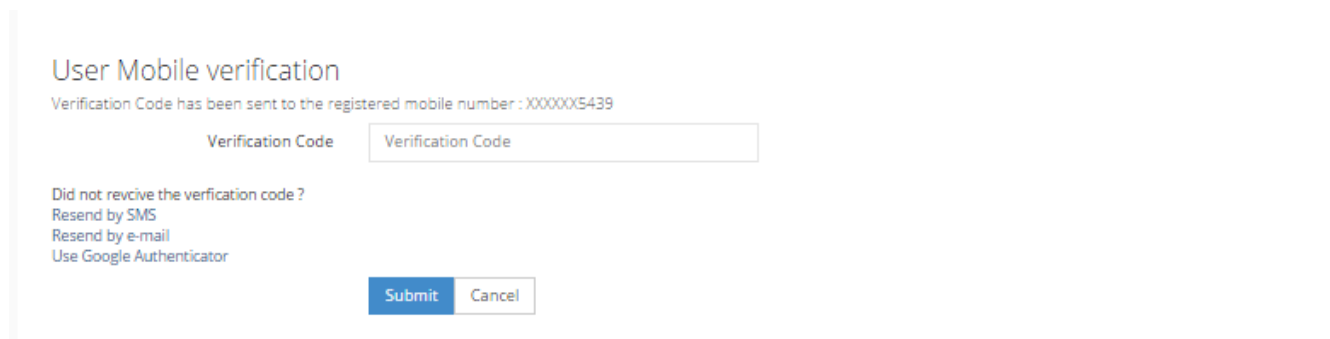
After you enter all the correct information, will receive **Verification Code** on your mobile phone or E-mail which you shall enter and proceed to setup a password for the new User, and then the following screen is displayed:



Second step: Login to the Portal and view:

After entering correctly user name and password and click on send button it will show login screen.

After entering username and password, system will send Verification Code to mobile phone and will request you to enter it.



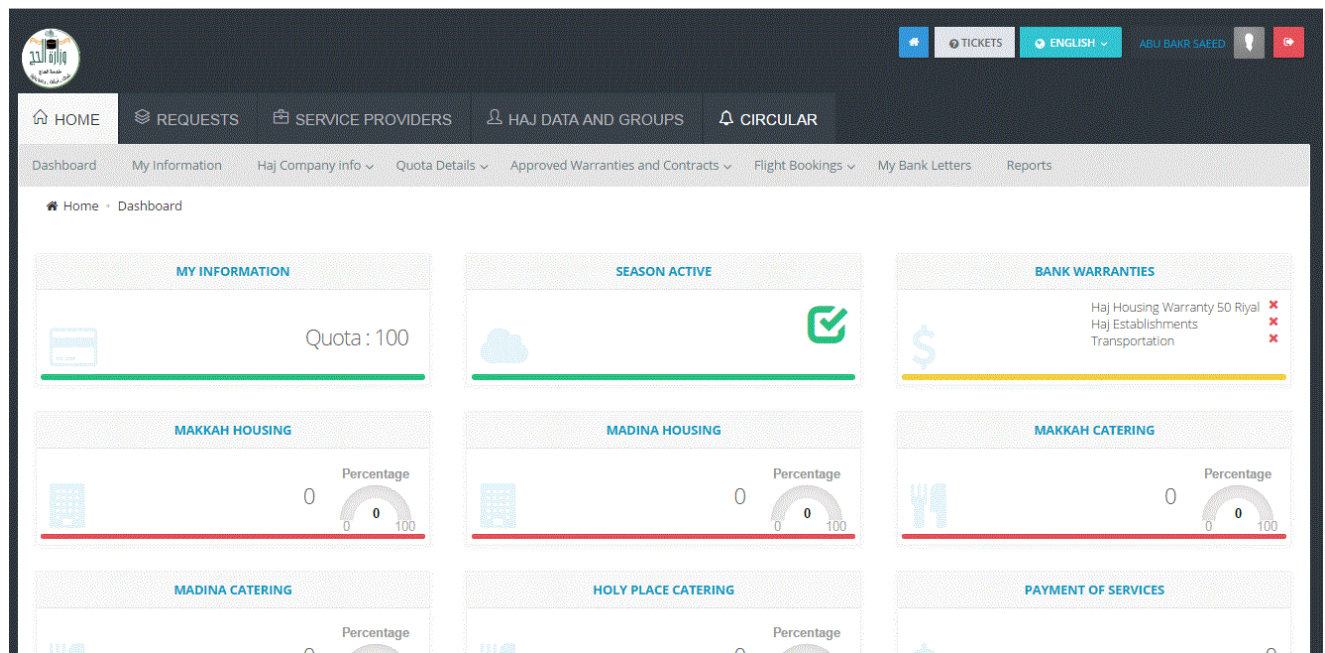
After entering the Verification code Dashboard will display.

THIRD STEP: Login to Portal and view DASHBOARD:

DASHBOARD:

- MY information (Mission Quota, Company Quota, Member Quota).
- SEASON ACTIVE.
- BANK WARRANTIES.
- state of MAKKAH HOUSING and the percentage to complete it.
- state of MADINA HOUSING and the percentage to complete it.
- state of MAKKAH CATERING and the percentage to complete it.
- state of MADINA CATERING and the percentage to complete it.
- state of HOLY PLACE CATERING and the percentage to complete it.
- state of TRANSPORT.
- percentage to make packages.
- number of name Pilgrims.
- payment and service for

Steps: General >Dashboard >shows in the main page



My information:

It shows all the information, contact and addresses info.

Steps: general>my information>click on Action button>Edit

HOME REQUESTS SERVICE PROVIDERS HAJ DATA AND GROUPS CIRCULAR

Dashboard My Information Haj Company info Quota Details Approved Warranties and Contracts Flight Bookings My Bank Letters Reports

Home - My Information

Haj Company Details ACTION

Edit			
Name (Arabic)	شركة جزر القمر للحج	Name (English)	Comoros Company for Hajj
IATA No.			
Country (Arabic)	جزر القمر	Country (English)	Comoros Islands
City (Arabic)	موروني	City (English)	MORONI
Address 1	جزر القمر	Address 2	
Registration No.	321321		
Registration Date	12/10/15 12:00 AM	Registration Date (Hijri)	28/02/1437
Registration Expiry Date	1/10/17 12:00 AM	Registration Expiry Date (Hijri)	12/04/1438

Quota Information

Company Quota	100		
Land Quota	0	Sea Quota	0
Air Quota	100		

Contact Information

Free Phone		Phone No.	00269321321
------------	--	-----------	-------------

Representative:

HOME REQUESTS SERVICE PROVIDERS HAJ DATA AND GROUPS CIRCULAR

Dashboard My Information Haj Company info Quota Details Approved Warranties and Contracts Flight Bookings My Bank Letters Reports

Home - My Representatives

Representative Details ACTION

Name Arabic	أبو بكر سعيد	Name	Abu bakr Saeed
Country	Comoros Islands	Nationality	Comoros Islands
City	MORONI	P.O. Box	
Birth Date			
Address 1		Address 2	
Phone		Mobile	269321321321
Email	abksawwd@zxc.com	Fax	
Status	ACTIVE		

Representative Identification Details

Passport No.	c123456	National ID	
--------------	---------	-------------	--

Dashboard My Information Haj Company info Quota Details Approved Warranties and Contracts Flight Bookings My Bank Letters Reports

Representative Info

Please fill the representative info :

Nationality: Comoros Islands

First Name (Arabic) * : أبو بكر

Father Name (Arabic) : Father Name (Arabic)

Grand Father Name (Arabic) : Grand Father Name (Arabic)

Family Name (Arabic) * : سعيد

Birth Date :

First Name (English) * : Abu bakr

Father Name (English) : Father Name (English)

Grand Father Name (English) : Grand Father Name (English)

Family Name (English) * : Saeed

Identity Details

Choose your identification type: Iqama Passport

Passport No. * : c123456

Bank Warranties:

Bank warranties for the haj under mission have made by haj mission belongs to it.

Step: General>Bank warranties.

HOME REQUESTS SERVICE PROVIDERS HAJ DATA AND GROUPS CIRCULAR

Dashboard My Information Haj Company info Quota Details Approved Warranties and Contracts Flight Bookings My Bank Letters Reports

Home Approved Warranties and Contracts My Warranties

Warranty ID Type Amount (SAR) Bank Name Warranty Category ACTION

No Data Found

Total Rows : 0

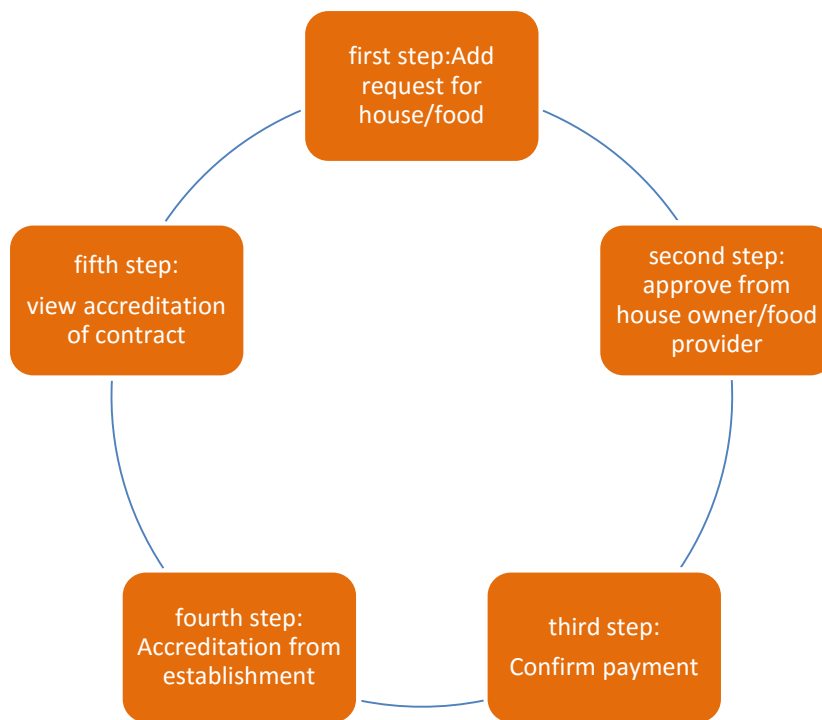
Show Entries : 10

My Warranties:

This page it shows bank warranties information.

Step: general>bank warranty>action>Add

3-Making contract of House/Food workflow



first step: Add request for house/food:

Both (housing/food) made on the portal from requests, Haj under mission representative can manually search or Advanced Search.

Housing contract:

Shows the contracts have been done and details, date start/end.

Step: general > my housing contract

Request ID	House Name	Benefit Name	Start Date	End Date	Total Guests	Amount	Status	Action
225134	اشرف حسن عبدالمعطي كعكي و مروان حسن عبدالمعطي كعكي	اشرف حسن عبدالمعطي كعكي و مروان حسن عبدالمعطي كعكي	06/07/2016	13/09/2016	122	12,131.00	REJECTED	ACT
225128	اشرف حسن عبدالمعطي كعكي و مروان حسن عبدالمعطي كعكي	اشرف حسن عبدالمعطي كعكي و مروان حسن عبدالمعطي كعكي	29/06/2016	05/10/2016	1,211	232,322.00	REJECTED	ACT

Food provider:

shows the contracts have been done and details, date start/end.

Request ID	Company Name	Start Date	End Date	Total Guests	Amount	Status
No Data Found						

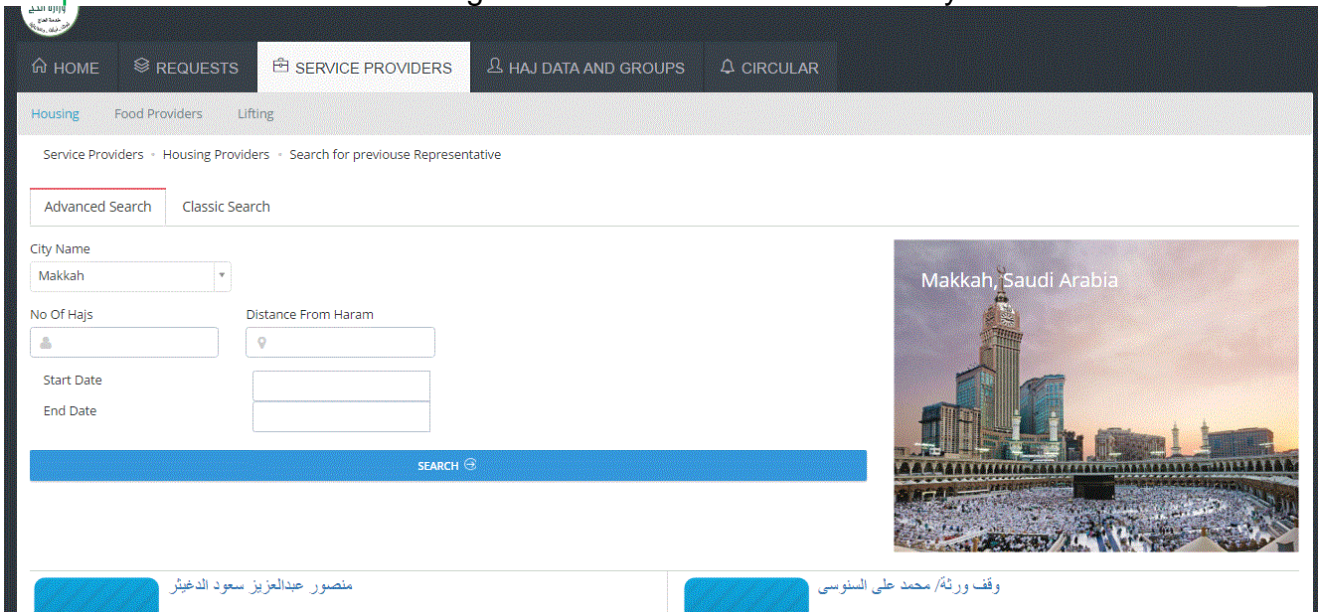
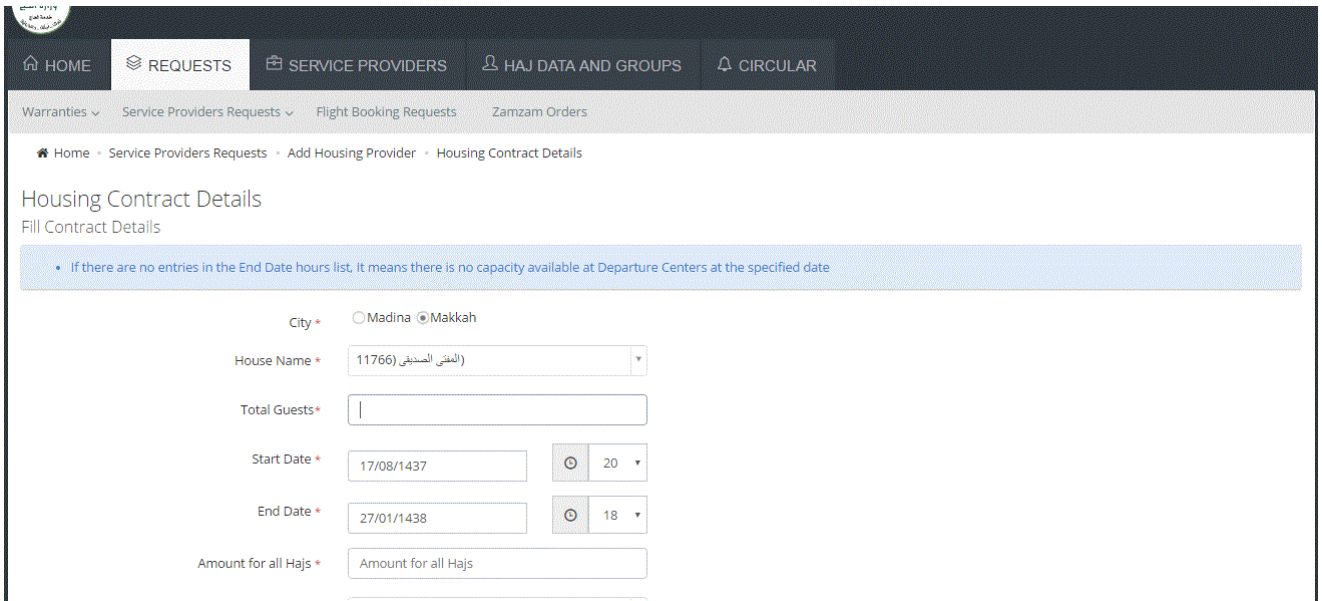
Total Rows : 0

Show Entries : 10

Housing:

Shows in this page housing owner, and can manually search and advanced search. Advanced search you can search by name of city, number of pilgrim, start date and end date.

Step: Service Providers>Housing Providers>advanced or manually Search

Food Providers:

Shows all the details about food providers.

step: Service Providers>Food Providers>details about providers

HOME REQUESTS SERVICE PROVIDERS HAJ DATA AND GROUPS CIRCULAR

Housing Food Providers Lifting

Service Providers - Food Providers

ACTION

Moh Code	Name	City	
1999	AHMAD	Makkah	ACTION
2007	salam	Makkah	ACTION
2001	food	Makkah	ACTION
2004	Mohammad	Makkah	ACTION
2006	Mohammad Food	Makkah	ACTION

HOME REQUESTS SERVICE PROVIDERS HAJ DATA AND GROUPS CIRCULAR

Warranties Service Providers Requests Flight Booking Requests Zamzam Orders

Home Service Providers Requests Add Food Provider Food Contract Details

Food Contract Details

Fill Contract Details

Start Date *

End Date *

Total Guests * Total Guests

City * Medina Makkah

Company Name * Select

Amount for all Hajjs * Amount for all Hajjs

Menu Description * Menu Description

SUBMIT CANCEL

Lifting Company:

Shows companies.

Step: Service Providers>Lifting Company

HOME REQUESTS SERVICE PROVIDERS HAJ DATA AND GROUPS CIRCULAR

Housing Food Providers Lifting

Service Providers - Lifting Company

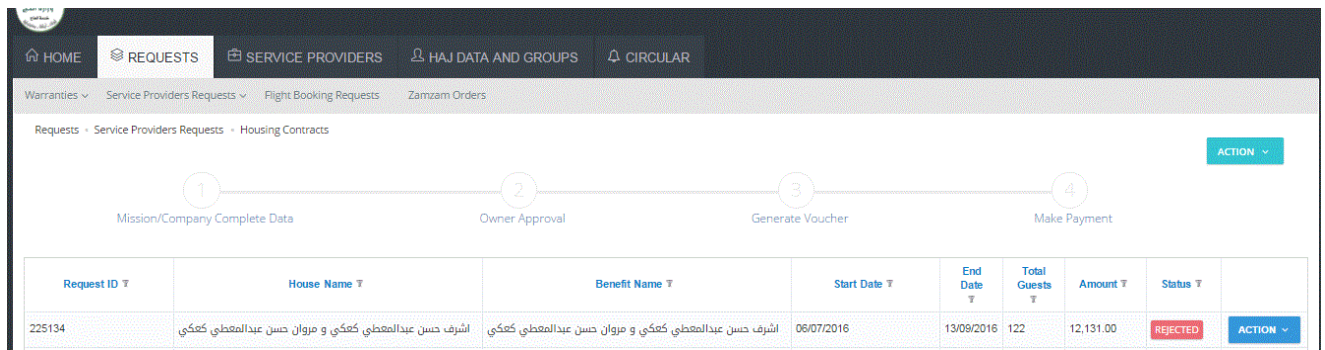
ACTION

Name	Registration No.	Quota	City	Status	
Abdullah Hassan Thiyab	4650047498	30000	Madina	ACTIVE	ACTION
Advanced Rehab EST	4650073294	1100000	Madina	ACTIVE	ACTION
sociadile muannaskum for uploading and downloading	4650058447	0	Madina	ACTIVE	ACTION
Abdullah Yusuf Hassan Deeb	4650033184	20000	Madina	ACTIVE	ACTION
QASEM ABDULLH ALHARBI	4650074035	0	Madina	ACTIVE	ACTION

Housing contracts:

Shows contracts have been made.

Step: click on action to Add contract.

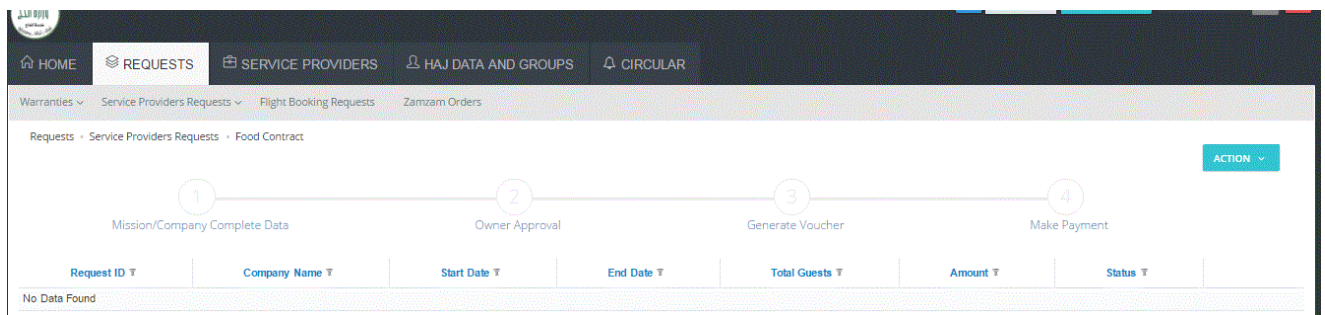


Request ID	House Name	Benefit Name	Start Date	End Date	Total Guests	Amount	Status	Action
225134	اشرف حسن عبدالمعطي كعكي و مروان حسن عبدالمعطي كعكي	اشرف حسن عبدالمعطي كعكي و مروان حسن عبدالمعطي كعكي	06/07/2016	13/09/2016	122	12,131.00	REJECTED	ACTION

Food contracts:

Shows contracts have been made.

Step: click on action to Add contract.

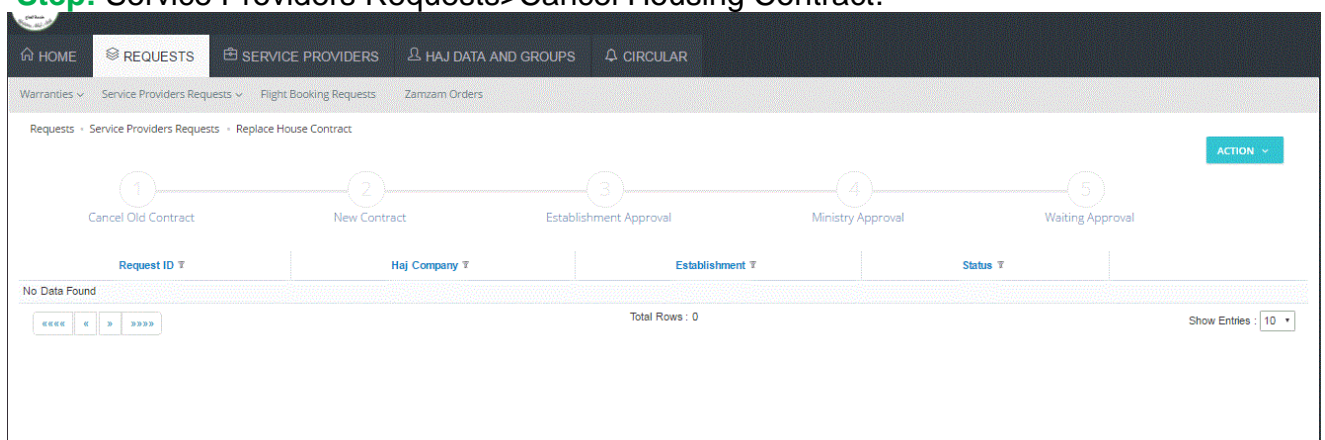


Request ID	Company Name	Start Date	End Date	Total Guests	Amount	Status
No Data Found						

Cancel Housing Contract:

Shows in this page all the contracts have been cancel.

Step: Service Providers Requests>Cancel Housing Contract.



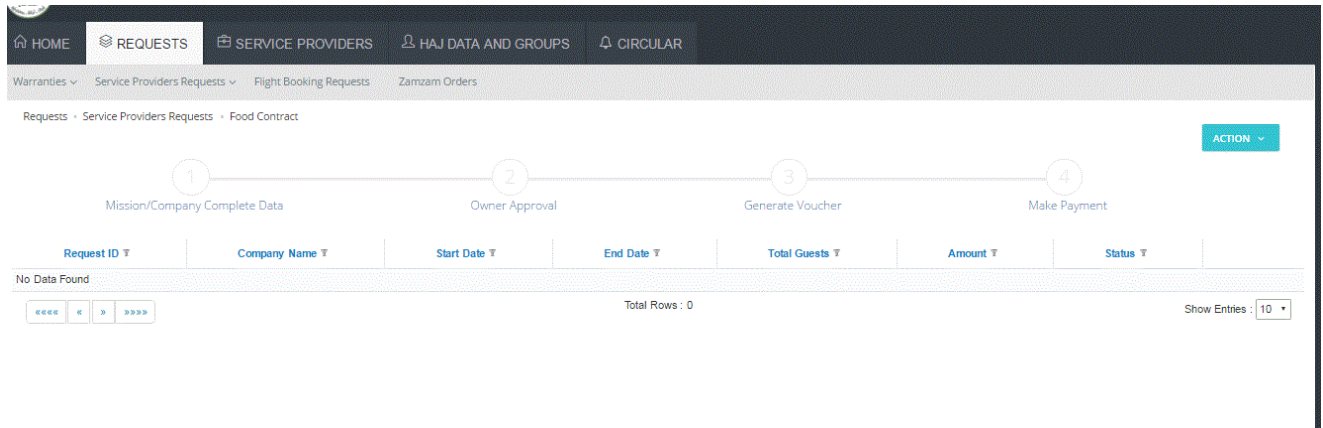
Request ID	Haj Company	Establishment	Status
No Data Found			

Total Rows : 0 Show Entries : 10

Cancel Food Contract:

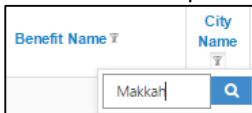
Shows in this page all the contracts have been cancel.

Step: Service Providers Requests>Cancel Food Contract.



First step: make contract:

If you click and choose the **Classic Search** tab, the following screen is displayed and you may traverse through pages to find the desired housing provider **or** do a column search by clicking and entering a value in column search box and producing desired results.



You may then click on the **Action** and then **Make Request** to bring up the '**Housing Contract Details**' Request Form as below:

HOME REQUESTS SERVICE PROVIDERS HAJ DATA AND GROUPS CIRCULAR

Warranties Service Providers Requests Flight Booking Requests Zamzam Orders

Home Service Providers Requests Add Housing Provider Housing Contract Details

Housing Contract Details

Fill Contract Details

- If there are no entries in the End Date hours list, it means there is no capacity available at Departure Centers at the specified date

City * Madina Makkah

House Name * (المنى المدني (11766) ▾

Total Guests *

Start Date * 17/08/1437 20 ▾

End Date * 27/01/1438 18 ▾

Amount for all Hajjs * Amount for all Hajjs

Please proceed to fill in the 'Housing Contract Details' form before submitting it for approvals.

After contract request will be sent and it will show process successful with contract number.

Second step:

Housing Owner Approval of Contract Request and payment.

After the first step will wait the approval from house owner on the request and payment.

Third step: Establishment Approval:-

After house owner accept the request it will wait for the Establishment approval.

Step four: view approval of house owner contract:

Last step is housing owner have to visit Establishment to approve the contract.

Packages:

Packages is system that collect all pilgrim in specific package that get Makkah and Madina housing, Makkah , Madina and Holy Place catering, and make more than once for pilgrim depend on the classes of house and catering.

Preferably before the start of make packages, insert the Pilgrims complete data manually or automated reader "barcode".

Is initiated in service packs after completing 100% of performance indicators comprehensive bank guarantees and housing Makkah and Medina housing and Makkah, Madina and Holy Place catering and transport.

Pilgrims Data:

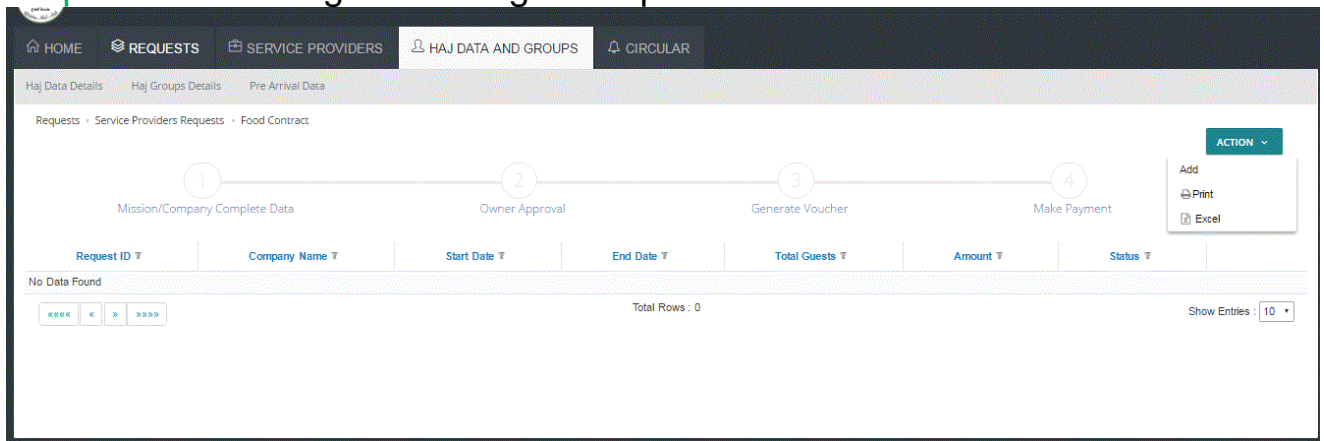
Show the data of pilgrims.

Step: Home>pilgrims data >action>add

Packages Requests:

Show the Packages Requests.

Step: home>Packages>Packages Requests>action>Add



The screenshot displays the 'HAJ DATA AND GROUPS' section of the system. The breadcrumb trail is 'Requests > Service Providers Requests > Food Contract'. A workflow diagram shows four steps: 1. Mission/Company Complete Data, 2. Owner Approval, 3. Generate Voucher, and 4. Make Payment. Below the workflow is a table with columns: Request ID, Company Name, Start Date, End Date, Total Guests, Amount, and Status. The table currently shows 'No Data Found'. An 'ACTION' dropdown menu is visible on the right, with options for Add, Print, and Excel. The bottom of the interface shows 'Total Rows: 0' and 'Show Entries: 10'.

Pilgrim package:

After finish from making packages it will connected to name of pilgrim.

Step: Home>pilgrim package>choose package >add

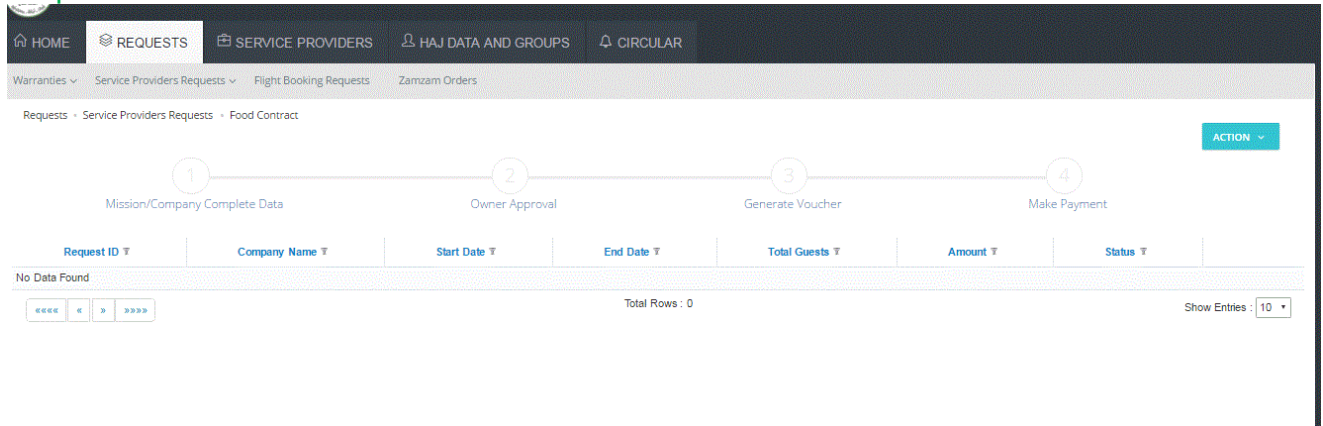
Description important.

Authorize Contract:

It show Authorize Contract with establishment for Pilgrims.

Used to when representative the establishment for food instead of make contract with food provider.

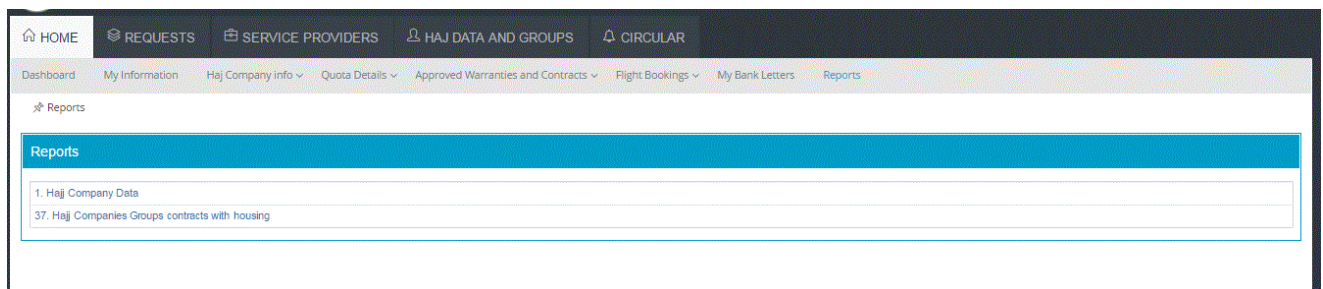
Step: Home>Authorize Contract>action>Add



Reports:

Show in this page the Reports got for Haj Company under mission.

Step: Home >Reports.



Circular & Notification:

Show in this page the Circular and Notification.

Step: Home >Circular & Notification.

Circular & Notification

Inbox Outbox

ACTION

Circulation From	Receiver	Type	Subject	Status	
	Comoros Company for Hajj	System Alert	Test	READ	ACTION
orojerwmmv	Comoros Company for Hajj	Circulars	egvnbrogvheoiurhvgoluer	READ	ACTION

Total Rows : 2

Show Entries : 10



In the name of Allah. May Allah have blessed upon the Prophet Muhammad (peace be upon him) and his followers.

External Hajj E-Services Portal Users

We welcome you and we are happy to serve you and answer your questions and provide the information you needs and listen to your opinions and suggestions of the External Hajj E-Services Portal

Ministry of Hajj equipped with all human and financial and technical possibilities to make the pilgrims come to the House of God easily and they can come whenever they want to come to perform hajj since you are in your country and when you arrive and during your stay until you leave safely and to keep those beautiful memories and a spiritual journey in your mind, we ask God Almighty to make our services good and satisfaction for you.

In case of any observations please do not hesitate to contact us in one of these facilitator ways, unified number or send e-mail or open ticket you in External Hajj E-Services Portal and we are in service 24\7

Contact Information:-

Phone:

+ (966) 920026265

Email:

ehaj@sejeltech.com

Work time official:

Work time official 24/7