External Haj E-Services Portal

Establishment Representative User Guide
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Introduction
Introduction

The following information shall serve as an introduction for Haj 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 Missions and other stakeholders 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.

We shall refer to the External Haj E-Services Portal simply as the ‘Portal’ going forward for simplicity sake.

Vision of the Ministry of Hajj

Allah (Glorified and Exalted be He) has honoured this holy country with the service of His guests and the visitors to the Prophet’s Mosque. The wise government seeks to improve the services provided for the guests of Allah, facilitate their procedures, maintain their rights, fulfil 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 honourable 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 ministerial 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 egovernment transactions.
What is a Web Portal
A **web portal** is most often one specially designed **web** site that brings information together from diverse sources in a uniform way. Usually, each information source gets its dedicated area on the page for displaying information (a portal); often, the user can configure which ones to display.

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

- **Eligibility**: meeting the stipulated requirements, as to participate, legally qualified.
- **Guarantees**: to undertake or to ensure for another.
- **Contracts**: an agreement between two or more parties for the doing or not doing of something specified.
- **Formation of service packages**: creating and choosing from a list or services of the package.
- **Issuance of visas**: Once the visa application is accepted on the basis of the documentation produced by the applicant

Portal Home Page
By clicking on the URL: [http://ehaj.haj.gov.sa/EH/default.xhtml](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 you’re favourite so you do not have to remember the URL.**
Portal help contact information:

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Contact Reason</th>
<th>Contact Phone #</th>
<th>Email Address</th>
<th>Working Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Centre</td>
<td>Any questions, comments, suggestions or feedback</td>
<td>966 (2) 920026265</td>
<td><a href="mailto:ehaj@haj.gov.sa">ehaj@haj.gov.sa</a></td>
<td>24/7</td>
</tr>
</tbody>
</table>

Home

(1) Dashboard:

(This signifies the following in categories to see each folder and the work that is has been done with)

- Add representatives for housing
- Add representatives for food companies
- Bank warranties
- Add hc under hm
- Housing contracts
- Food contracts
- Seasonally activated mission
- Seasonally activated companies under mission
- Seasonally activated companies under establishment
(2) MY Roles

You will have to select the representative and add them

Home > M Roles > Grant

(3) Appointments

After selecting the representative you will have to add the timing

Press on action then add timing
Select the appropriate timing and after that press submit.

Press action add date

Select the start date and ending date
(4) Appointment status
Appointment status will show the following
This will show the appointment date and time.
Press action and print

Establishment Representative will start with

• National Id
• Name
• Nationality
• Establishment Name  Passport No.
FINANCIAL DETAILS

Once this page is submitted you will have a list of bank account and establishment names listed

Once you have selected the representative you need fill in the following

- Nationality
- National ID

select representative name and do the following.

Press action

- Click to get more (DETAILS)
- (DEACTIVATE)
- (EDIT) the following from est. representative.
(DETAILS)

(DEACTIVATING EST REPRESENTATIVE)

(EDIT EST REPRESENTATIVE)
**HAJ Company**

Click haj companies top left link

Next to every haj mission name when you press (ACTION) (DETAILS)

<table>
<thead>
<tr>
<th>No</th>
<th>MCH Code</th>
<th>Haj Mission Name</th>
<th>Country Name</th>
<th>Haj Quota 1</th>
<th>Total Quota 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>306</td>
<td>309</td>
<td>TURKEY</td>
<td>TUR</td>
<td>309,000</td>
<td>309,000</td>
</tr>
<tr>
<td>311</td>
<td>311</td>
<td>AFGHANISTAN</td>
<td>AFG</td>
<td>500,000</td>
<td>500,000</td>
</tr>
<tr>
<td>326</td>
<td>326</td>
<td>AZERBAIJAN</td>
<td>AZE</td>
<td>500,000</td>
<td>500,000</td>
</tr>
<tr>
<td>337</td>
<td>337</td>
<td>TUNISIA</td>
<td>TUN</td>
<td>500,000</td>
<td>500,000</td>
</tr>
<tr>
<td>356</td>
<td>356</td>
<td>CHINA</td>
<td>CHN</td>
<td>300,000</td>
<td>300,000</td>
</tr>
<tr>
<td>363</td>
<td>363</td>
<td>ALBANIA</td>
<td>ALB</td>
<td>1,000</td>
<td>1,000</td>
</tr>
<tr>
<td>392</td>
<td>392</td>
<td>BANGLADESH</td>
<td>BAN</td>
<td>500,000</td>
<td>500,000</td>
</tr>
</tbody>
</table>

(DETAILS PAGE BELOW)
HAJ MISSION REPRESENTATIVE

(Press Action to PRINT OR EXCEL)
HAJ MISSION UNDER MISSION

Each row has the following:

- (PARTY ID)
- (NAME)
- (HAJ MISSION NAME)
- (COUNTRY NAME)
- (QUOTA)
- (STATUS)

PRESS ACTION TO PRINT.
AFTER PRESSING DETAILS IT WILL GIVE COMPLETE DETAILS.

MY HAJ COMPANIES

Each row has the following:

- (PARTY ID)
- (NAME)
- (COUNTRY NAME)
- (QUOTA)
- (STATUS)

PRESS ACTION TO PRINT.
This is to see all haj companies that are

- MOH Inactivated
- Seasonally inactivated
- Activated

For more information press (details)

AFTER PRESSING DETAILS IT WILL GIVE COMPLEAT information of representative.

REPRESENTATIVE DETAILS BELOW
Haj Companies Details of

- Quota information
- Haj company not under mission Information
- Aviation information
- Registration Details
- Address Information

You Have To Fill The blanks to activate haj company:
Click to (Seasonal Active) to Active The company

You Have To Fill The blanks to Modify Company Details:
Click Details to See My Haj Company Details

Haj Company Details below
REPRESENTATIVE DETAILS BELOW:

To view your haj companies go to

- ACTION
- DETAILS
- EDIT

Haj company details BELOW
Please modify details of haj company

Press action to print Haj companies not under hajj mission
Haj companies not under haj representatives press action and select

- Details
- Edit

To edit Haj companies not under mission representative press

- Action
- Then Edit

Representative details edit page (below)

(1) Service Groups
- Press ACTION
- Details or Add Representative
• Service groups details. (Below)

Search for old representative.

• Add nationality.
• Add national ID.
• Press proceed.

• Add Representative Details
• Press submit

(2) Pre Arrival Details
Press action to print
REQUESTS

(To add allowed haj companies)

- Action
- Print

(1) Adding haj company
(Add independent haj company)
Select Haj Company
Then press submit

(2) Add haj company details
Add haj company details
Press submit
(3) Search for representative

(Search for precise representative)

- Add nationality
- Choose Iqama or Passport
- Passport number
- Click proceed

(4) Representative details

Representative details

- Fill in the information
- Click submit
(5) Activate Companies not under Haj Mission

Requests > Companies requests > Activate Companies not under Haj Mission

- Press action
- Click print

(6) Company request Details

Company request Details Below Picture
(7) Representative request Details

Representative request Details below Picture

Add representative for Haj Company not under mission representative (8)

To Add representative for Haj Company not under mission representative

Press action

Then ADD
(Fill previous representative details)

Fill the Representative details

Then Click SUBMIT

Representative request has been approved
(picture below)

View representative details

representative details page

(picture below)

(housing contract request and establishment aprooval form)  Click:

- Action
- Then details

Details page  (picture below)
Service Providers Request

For housing rows press ACTION

- Details
- Approve
- Reject

After you submit housing
A page will open with the details and it will wait for establishment approval
Edit the necessary information of the housing page (picture below)

This page is the beginning process of the food contracts

Page 33 of 40
Press:

- Action
- Details

Food provider details page (picture below)

How to add housing provider (picture below)

housing provider press:
• Action
• ADD

Food contract request details
• fill the contract details
• press submit

Haj Data and Groups
Search for haj data details
Fill passport number
Select the appropriate country
Press FIND to search for haj
Haj Data and Groups

Search for haj group details

Fill Haj Group ID

Press FIND to view result about the haj group

Housing Services Providers

Housing services provider details

- Click ACTION
- Then DETAILS to get housing details

Housing Services Providers (DETAILS BELOW)
Housing services provider representatives

Service Providers >> Housing >> House Companies Representatives

Housing contracts

Service Providers >> Housing >> Housing Contracts
Final message:
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

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