



# Service Guide

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## Absher Awards

2012

### "Achievement Award"

The award for the co-operation between governmental agencies in order to provide the best government-government services through the e-government transactions program.

2014

### Outstanding Project Award

The third e-government exhibition award for the GCC countries

### Government Excellence Award

The third e-government exhibition award for the GCC countries

2014

### Employment Portal Service Award

The Digital ID Service and Self-Service Kiosks Award

### The Unknown Soldier Award

In recognition of the efforts of the center and its employees in providing infrastructure, development and operation services for Absher services to all sectors of the ministry of interior

2014

### Achievement Award

Providing better service to community members "government-individual" category - Traffic documents - through the e-government transactions program.



## Absher Awards

2015

### "Achievement Award"

Providing better service to community members "government-individual" category - Traffic documents - through the e-government transactions program.

Strengthening the national economy «government-business» category - services transfer - through the e-government program - Yasser

2016

H.H. Sheikh Salem Al Ali Al Sabah Informatics Award

2017

11th Middle East Excellence Award



## Absher User Guide



General Directorate of Passports

### E-Services

- Issuing the Saudi passport
- Renewing the Saudi passport
- Travel permits for dependents
- Issuance of residence permit
- Renewal of residence permit
- Issuance of exit-reentry visa or final exit visa
- Cancellation of exit-reentry visa or final exit visa
- Extension of visit visa
- Authorization to receive females arriving for work
- Reporting absenteeism of domestic workers
- Transfer of domestic workers services
- Updating passport information for residents
- Booking an appointment
- Requesting permit to enter Makkah during Hajj season for domestic workers

### Inquiries

- Query New Arrived Labors and Visitors
- Public Query Fingerprint Enrollment
- Public Query of Worker Arrivals
- Public Query Health Insurance Validity (For Residents)
- Public Query of Exit/Re-Entry Visa Status
- Query Iqama Expiry Service
- Public Query Hajj Eligibility
- Query Travel Log Information

Service  
Channels



Absher  
Platform



Absher  
Application





## Absher User Guide



The General Department of Traffic

### E-Services

- Renew Driving License
- Renew Vehicle Registration "Istimara"
- My Vehicle's Authorizations
- Cancel Vehicle User
- Add Vehicle Actual User (within the Kingdom)
- Pending Authorization Requests

### Inquiries

- Query Traffic Violations
- Public Query Traffic Violation
- Public Query Vehicle Insurance Validity
- Query Vehicle I'm Authorized for

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Platform



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Application



## Absher User Guide



Ministerial Agency of Civil Affairs

### E-Services

- Reporting Missing Documents
- Book an Appointment
- Request Replacement Document
- Tahseen
- Taqdeer
- Bayanati
- Introducing a Dependent

### Inquiries

- Query NIN Expiry Service



The General Department of Expatriates Affairs

### E-Services

- Book an Appointment

### Inquiries

- Query Work Visa Requests
- Query Recruitment Requests
- Electronic Services

Service  
Channels



Absher  
Platform



Absher  
Application

# Absher User Guide



## Authorizations

### E-Services

- Authorization of Absher Services
- Authorization for Sector (GDP, Civil Affairs, Traffic)



## General Services

### E-Services

- Reset Password Service
- Qubool Service
- Document Delivery Service
- Lease Documentation Service
- Issuing Hajj Permits Service

### Inquiries

- Inquire About Travel Restrictions, Service Delivery

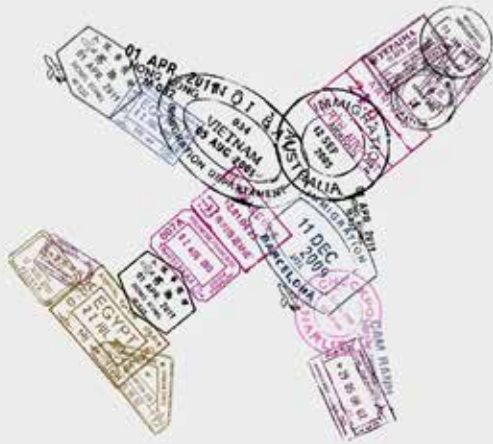
Service  
Channels



Absher  
Platform



Absher  
Application



## General Directorate of Passports E-Services



## Issuing the Saudi passport



### Beneficiaries:

A citizen – who is registered & activated in “Absher” platform



### Description:

To enable the citizen or his/her guardian to issue his / her passport or to his / her family member.



### Requirements

- Select the citizen or his / her chosen family member to issue the passport
- Enter the passport issuance data and approve the assertion
- Availability of the national address to receive the passport through the Saudi post «Wasel»



### FEES

300 SR for 5 years for each passport  
600 SR for 10 years for each passport



### Conditions:

- Payment of the Service Fees
- Payment of any traffic violations registered against the person requesting the service.
- Existence of a fingerprint and a photo of the citizen requesting the service.
- The citizen must be present in the Kingdom during the request of issuance.
- There is no valid passport for the citizen requesting to issue a passport, provided that he has not been added as a companion to another person’s passport.
- The Saudi passport issuing service includes the citizen (single/ head of household) and the family guardian can issue the passport for his dependents as follow:
  - Passport can be issued for one of family member - male - if he is under 21 years of age and not married.
  - Passport can be issued for one of family member - female - if she is under 21 years of age.



This service is limited for issuing only one passport (without added companions)



## Renewing the Saudi passport



### Beneficiaries:

A citizen – who is registered & activated in “Absher” platform.



### Requirements & Conditions:



- Payment of the renewal fees.
- Existence of a passport for the citizen whose passport required to be renewed.
- Payment of any traffic violations registered against the person requesting the service.
- Existence of a fingerprint and a photo for the citizen requesting the service.
- The citizen whose passport is to be renewed must be present in the kingdom during the renewal request.
- The service includes the citizen (single/ head of household) and the family guardian can renew the passports for his dependents as follows:
  - For the male dependent if he is under 21 years of age and not married.
  - For the female if she is under 21 years of age.



### Description:

To enable the citizen to renew his passport or a passport of one of his/ her family member.



### FEES

300 SR for 5 years for each passport  
600 SR for 10 years for each passport



This service does not include a lost or damaged passport



## Travel Permits for Family Members



### Beneficiaries:

A citizen – who is registered & activated in “Absher” platform.



### Description:

To enable the individuals to issue and cancel travel permits for their family members.



### Conditions:

- The family member must have a national identity card or passport.
- Service includes unmarried males who are under 21 years of age.
- Service includes unmarried females who are under 21 years of age.
- Service includes the military sons under 21 years of age – who are excluded from the service. A travel permit may be issued to them from their military references according to the established procedures.
- The validity of a travel permit is the expiry period of the passport at maximum.
- If the permit is issued depending on the passport, and a maximum of five years.
- If the permit is issued depending on the «smart» national identity or the expiration date of the national ID card.
- In the event there are dependents added to the passport, a permit issuer may choose any of them with the basic holder of the passport when issuing the permit.
- Any former valid permit must be canceled if issuance of a new permit is requested.
- The same conditions for the permit issued to the holder of the basic passport apply to the dependents, knowing that the accompanying dependents cannot travel without the passport holder.
- No travel permit can be issued to non-GCC countries for a person who does not have a valid passport.
- A travel permit issued depending on the national ID only includes GCC countries.



### NOTE

If a dependent accompanies the passport holder, the dependent's permit shall be canceled automatically upon cancellation of the passport holder's permit.



## Issuance of Iqama (residence permit)



### Beneficiaries:

The citizens and residents – who are registered in “Absher” platform and have family member or domestic workers.



### Description:

To enable the individual to issue a residence identity «Iqama» for his family member or domestic workers.



### FEES

600 SR for domestic workers (farmer - herdsman)  
500 SR for resident family member after reaching the legal age, (18 years).



### Conditions:

- Payment of the issuance fees in addition to the “delay violation” fees if any.
- Payment of traffic violations logged against the companion or worker if any.
- Existence of an entry number (border number).
- Passing the medical check for the Family member or worker in the approved medical centers.
- The Family member or worker must be inside the kingdom.
- The Family member or worker’s passport must be valid at the time of issuance.
- Registration of the fingerprints and images of the Family member or worker and his dependents.
- Worker should not be registered as absent from work.





## Renewal of Iqama (residence permit)



### Beneficiaries:

The citizens and residents – who are registered in “Absher” platform and have family member or domestic workers.



### Description:

To enable an individual to renew the residence identity «Iqama» for his family member or sponsored workers.



### FEES

600 SR for domestic workers (farmer - herdsman)  
500 SR for resident family member after reaching the legal age, (18 years).



### Conditions:

- Payment of the renewal fees in addition to the “delay violation” fees if any.
- Payment of traffic violations logged against the worker.
- Existence of fingerprint and photo of the worker and his dependents of more than 15 years of age in the passport system.
- Workers passport must be valid at the time of renewal.
- Worker must be present in the kingdom.
- Worker is not registered as absent from work.



## Issuance of exit/reentry or final exit visa



### Beneficiaries:

The citizens and residents – who are registered in “Absher” platform.



### Description:

To enable an individual with members or domestic workers to issue an exit/reentry or final exit visa for them.



### Conditions:

- Payment of visa fees.
- Payment of all traffic violations logged against the family member or the worker and employer.
- Must be no previous violation for non-cancellation of any un-used previous visa.
- The person to whom the visa is to be issued must be inside the kingdom when issuing the visa.
- The validity of the individual’s passport to whom the visa is to be issued must be 60 days or more for the final exit visa, and 90 days and more for exit/reentry visa.
- Residence permit of the person to whom the visa is to be issued must be valid.
- Person to whom the visa is to be issued must not have a vehicle registered in his name when issuing the final exit visa.
- Existence of fingerprints for the individual to whom the visa is to be issued (males and females from 15 years of age and older).



## Cancellation of exit/reentry or final exit visa



### Beneficiaries:

The citizens and residents – who are registered & activated in “Absher” platform.



### Description:

To enable an individual who has family members or domestic workers to cancel the exit/reentry or final exit visa issued to them.



### Conditions:

- Must be no prior violation of visas cancellation.
- Visa cancellation must be completed within 90 days from the date of issuance or before the return date (whichever is first)
- If the visa is not canceled within the specified period, fines will be applied according to the systems.
- Person whose visa is to be canceled must be inside the kingdom during the visa cancellation.



## Extension of visit visa



### Beneficiaries:

The resident expats who are registered and activated in "Absher" platform.



### Description:

To enable resident individual to request an extension of a family visit visa only.



### Requirements

- The visa may be extended more than once; provided that the total period of the extensions does not exceed six months, (180 days), and this excludes the Syrian nationals.
- The extension period shall be equal to the duration of the basic visa.
- The person authorized to extend the visit visa is the visit requestor only.
- The visa can be extended six days before its expiry and only three days after the expiry, after which the extension cannot be possible.



### FEES

100 SR for the extension of the visit visa.



### Conditions:

- The visa to be extended must be valid for a week or less.
- There must be no traffic violations logged against the visitor.
- Visitor must be present inside the kingdom.
- Visitor's passport must be valid.
- Payment of visa extension fees.



## Authorization to receive female workers arriving for work



### Beneficiaries:

Individuals (citizens/ residents) who are registered and activated in “Absher” platform.



### Description:

To enable the user to delegate another person to receive his female worker upon arrival for work.



### Conditions:

- Female workers arriving for work can be received at the following airports: (King Khalid international airport - King Abdulaziz international airport - King Fahd international airport - Prince Mohammed bin Abdulaziz international airport)



## Reporting domestic workers' absence from work



### Beneficiaries:

Individuals (citizens/ residents)



### Description:

To enable individuals who are registered and activated in "Absher" platform to report the absence of their domestic workers.



### Conditions:

- Absence of workers, holding valid residence permits only, shall be reported.
- Must be no valid absence notice logged earlier through the portal or passport offices that relates to the absence of a worker.
- Must be no «waiver» for services transfer registered in the e-portal.
- Must be no final exit visa that has been issued to the worker.
- Reporting shall be for one time only for each worker.
- Absence notification cannot be canceled through Absher; but it can be done through the expatriate affairs department.



Passport department must be reviewed within 90 days after receiving the text message, in order to hand over the workers passport and residence permit.



## Transfer of domestic workers services



### Beneficiaries:

Citizens who have domestic workers registered in the National Information Center system.



### Conditions:

- There must be no traffic violation logged against the new employer or the domestic worker.
- The status of the new employer, the old employer and the domestic worker must be «alive»
- The new employer must not be wanted by security authorities.
- The domestic worker has not been reported as «runaway» in the system.
- Chadian domestic workers are excluded from this service.
- Services of domestic workers under the age of 25 cannot be transferred.
- A married male employer and a divorced or widowed female are allowed to sponsor 4 domestic workers.
- The maximum number of transfers for a domestic worker is 4 only.
- Domestic worker's resident identity must be valid for 15 days or more upon services waiver.
- Domestic worker services cannot be transferred more than once within 24 hours.



### Description:

To enable citizens who are registered and activated in «Absher» platform to transfer the services of domestic workers electronically.



### FEES

200 SR for the first time  
4000 SR for the second time  
6000 SR for the third time



## Update Passport Information



### Beneficiaries:

Citizens who have domestic workers registered in the National Information Center system.



### Conditions:

- First: for the employer:
- The sponsor must be alive.
- Employer must not be wanted by security authorities.
- Second: for the employee:
- Employee must be alive.
- Must not be wanted by security authorities.
- No traffic violations.
- Employee must be present in the kingdom during the service request.
- Not registered in the system as «runaway».
- Information of an expired passport, or a passport that is valid for 6 months or less shall not be updated.
- Passport has not been modified during the past 6 years through AbsHer.



### Description:

To enable individuals who are registered and activated in «AbsHer» platform to update the information of passports of their sponsored individuals electronically.





## Booking an Appointment



### Beneficiaries:

Individuals (citizens/ residents)



### Description:

To enable individuals who are registered in «Absher» platform to book an appointment for service at the passport department.



## Requesting permit to enter Makkah during Hajj season for domestic workers



### Beneficiaries:

The citizen and resident – who are registered in “Absher” platform.



### Conditions:

- The start and end date of the permit must be from 1-12 to 20-12.



### Description:

To enable the registered and activated in Absher platform user to create a request for a permit to enter Makkah during the Hajj season for his domestic workers. He will be notified of his application and can print the permit if approved.



## Muqem Print Request



### Beneficiaries:

The citizen and resident – who are registered in “Absher” platform



### Conditions:

- This report is not considered an official document proving a resident’s identity, and it is considered a supplementary report for the purpose of submission to a relevant department to execute some services at the department.
- The validity of the report is 30 days from the issuance date and is subsequently canceled after that. The report can be validated by the department through the query service in Absher by entering the report’s reference number and the resident’s ID number.



### Description:

To enable the employer to extract and print the basic information of domestic workers electronically.



## Electronic Inquiries for Passport General Directorate

### **i** Query New Arrived Labors and Visitors

**Description:**

The service displays to the citizens and residents a statement about all the workers and visitors arriving in the kingdom during the last three months and no resident identities have been issued for them.

**Beneficiaries:** Citizens and residents.

**Service Inputs:**

- Employer's number
- Employer year of birth
- Image code

### **i** Public Query of Worker Arrivals

**Description:**

The service displays for the citizen and resident a statement and information about all workers who have entry and reentry visa, along with the visa information and the date, port of the last entry into the kingdom.

**Beneficiaries:** Citizens and residents.

**Service Inputs:**

- Sponsor ID number
- Residence permit number
- Residence expiration date
- Image code

### **i** Public Query Finger Print Enrollment

**Description:**

The service enables the citizens and residents to inquire and verify that their fingerprints have been enrolled in the MoI systems.

**Beneficiaries:** Citizens and residents.

**Service Inputs:**

- ID or resident ID number
- Image code

### **i** Public Query Health Insurance Validity (For Residents)

**Description:**

The service enables the residents to verify the health insurance validity in their records at the Ministry of Interior.

**Beneficiaries:** Citizens and residents.

**Service Inputs:**

- Resident ID number
- Image code



## Electronic Inquiries for Passport General Directorate

### **i** Public Query of Exit/Re-Entry Visa Status **i** Query Iqama Expiry Service

#### Description:

The service is used to inquire about exit/re-entry visa. It displays the type, validity and details of the visa.

**Beneficiaries:** Citizens and residents.

#### Service Inputs:

- Resident ID number
- Sponsor ID number
- Image code
- Visa number or passport number

#### Description:

• The service enables the citizens and residents to enquire about the iqama expiry information.

**Beneficiaries:** Citizens and residents.

#### Service Inputs:

- Resident ID number
- Image code

### **i** Query Travel Log Information

#### Description:

The service enables the citizens and residents to inquire about their travel records over the past years.

**Beneficiaries:** Citizens and residents.

#### Service Inputs:

- Log in to your Absher account
- Dashboard
- Travel record



**General Directorate of Traffic  
E-Services**



## Driving License Renewal



### Beneficiaries:

The citizen and resident – who is registered & activated in “Absher” platform.



### Conditions:

- This service includes only renewing private driving and motorcycle driving licenses.
- Renewing motorcycle licenses for ten years.
- Payment of renewal fees.
- Payment of traffic violations.
- Validity of driving license must be less than 180 days.
- Medical examination through certified medical centers.



### Description:

To enable individuals to renew their driving license electronically.



### FEES

40 SR per year for private driving license  
200 SR for motorcycle driving license (10 years)



## Vehicles Registration Renewal



### Beneficiaries:

The citizen and resident – who are registered & activated in “Absher” platform.



### Conditions:

- Valid insurance policy for the vehicle.
- Valid Vehicle’s Periodic Inspection.
- Payment of renewal fees and delay fine, if any.
- Payment of traffic violations.
- Validity of vehicles registration must be less than 180 days.



### Description:

The citizen and resident – who are registered & activated in “Absher” platform.



### FEES

100 SR per year





## My Vehicle's Authorizations



### Beneficiaries:

The citizen and resident – who is registered & activated in “Absher” platform.



### Conditions:

- The authorized driver can drive the vehicle inside or outside the kingdom according to the type of authorization (external or internal); the external authorization enables the authorized driver to drive the vehicle internally.
- More than one authorized driver cannot be added to the vehicle whether the authorization is internal or external.
- Vehicle's Registration must be valid. Vehicle should not have report against it; its insurance must be valid.
- Authorized driver must have valid driving license.
- Authorization should be from a citizen to another citizen; from a citizen to his employee.



### Description:

To enables the individual to add an authorized driver to his vehicle electronically.



## Cancel vehicle user



### Beneficiaries:

The citizen and resident – who are registered and activated in “Absher” platform.



### Conditions:

- Registration and Activation on Absher platform.
- Authorization cannot be canceled in the event of the authorized user has traffic violations.
- Validity of Vehicle’s Registration.



### Description:

To enable individual to cancel vehicle user for his vehicle.



## Add Vehicle User



### Beneficiaries:

The citizen and resident – who are registered in “Absher” platform.



### Conditions:

- Only one user can be added to the vehicle.
- Vehicle’s Registration must be valid. Vehicle should not have report against it; its insurance must be valid.
- The user is entitled to drive inside the kingdom only.
- User cannot be added except on private vehicles only.
- Valid driving license.
- This service for citizens only.



### Description:

To enable individuals to add an actual user to one of their vehicles electronically.



Traffic violations will be recorded for actual user, if there is no authorized user on the vehicle.



## Co-Ownership Requests



### Beneficiaries:

The citizen and resident – who are registered in “Absher” platform.



### Conditions:

- The authorized driver should approve at the date of issuance.



### Description:

This service allows you to approve or reject incoming requests for vehicle co-ownership



## Dispute Traffic Violations



### Beneficiaries:

The citizens and residents – who are registered and activated in the Absher



### Conditions:

- To use this service, traffic violation should not exceed 30 days from its registration date.
- You cannot dispute a traffic violation that has been previously disputed through Absher and the competent committee has issued a decision.
- If there is an active dispute under processed for the same person, new dispute cannot be applied.
- The disputer has the right to submit any number of disputes electronically unless the number of rejected disputes is five for each Hijri year.



### Description:

This eService allows disputing traffic violations registered by (General Department of Traffic) or any other authority authorized to apply the traffic system and its executive regulations.



Traffic violations information with images are displayed as a report. The report can be displayed only twice during 30 days from its registration date.



## Electronic Inquiries for Traffic

### **i** Query Traffic Violations

**Description:**

This e-service enables citizens and residents to enquire about the traffic violations registered to themselves or to one of their family members or sponsored labor.

**Beneficiaries:** Citizens and residents.

**Service Inputs:**

- ID Number
- Image code

### **i** Public Query Traffic Violation

**Description:**

This e-service enables citizens and residents to enquire about the traffic violations registered to themselves or to one of their family members or sponsored labor and raise objection if any.

**Beneficiaries:** Citizens and residents.

**Service Inputs:**

- ID Number
- Plate Number
- Image Code

### **i** Public Query Vehicle Insurance Validity

**Description:**

This e-service enables citizens and residents to enquire about the Vehicle Insurance Validity

**Beneficiaries:** Citizens and residents.

**Service Inputs:**

- ID Number
- Plate Number
- Image Code

### **i** Query about Vehicles I'm Authorized For

**Description:**

This service allows you to manage the authorizations and / or ownership rights given to you by other vehicle owners.

**Beneficiaries:** Citizens and residents.

**Service Inputs:**

- How to access the services
- Login to Absher
- Traffic Services
- Vehicles I am Authorized For
- Vehicles I am authorized to drive



**General Department of  
Expatriates Affairs  
E-Services**



## Istiqdam Appointments



### **Beneficiaries:**

The citizen and resident – who are registered in “Absher” platform.



### **Description:**

To enable individual to book an appointment with Istiqdam office to bring your family (wife and children)





## Electronic Inquiries for Expatriate Affairs



### Public Query Labor Importation

This e-service allows residents/citizens to enquire information about the total number of imported labors at Ministry of Labor.



### Service inputs:

- Sponsor ID
- Reference Number
- Image code



### Labor Importation Information:

This e-service enables residents/citizen to enquire about their Istiqdam requests.

How to access the services:

- Login to Absher
- Labor Importation
- Labor Importation Information



**Ministerial Agency of Civil  
Affairs E-Services**



## Report Missing Documents



### Beneficiaries:

A citizen – who is registered and activated in “Absher” platform



### Description:

To enable the individual to report his missing documents



### Requirements

- Select the citizen or his / her chosen family member to issue the passport
- Enter the passport issuance data and approve the assertion
- Availability of the national address to receive the passport through the Saudi post «Wasel»



### Using the Service:

Electronic reporting should include the following documents:

- ID number.
- Family Register.
- Birth Certificate.
- Death Certificate.
- Attaching form No. 58 from Civil Affairs Agency.

After confirming the report, it cannot be canceled via Absher.

Losing national identity is reported only through the cardholders account.



## Request Replacement Document



### Beneficiaries:

A citizen – who is registered in “Absher” platform.



### Description:

To enable citizens to request the issuance of lost ID card and family register and to reserve an appointment for re-issuance.



### Using the Service:

- User is enabled to request a replacement for the following documents:
  - ID card.
  - Family Register.
- User can request a replacement for his lost document only after reporting.
- User can make an appointment to issue his lost document after 1٤ days from the date of submitting the application.
- Replacement Document cannot be requested for the same document
- Specified appointment at Civil Affairs cannot be modified or canceled.



## Book an Appointment



### Beneficiaries:

The citizen and resident – who are registered in “Absher” platform



### Description:

To enable individuals to book an appointment with Civil Affairs office for your chosen services.



## Tahsen Service

تأهسن



### Beneficiaries:

The citizen and resident – who are registered in “Absher” platform



### Description:

To enable individuals to communicate with Ministerial Agency of Civil Affairs, and facilitate procedures for complaints, observations and proposals to the public administrations in the regions and governorates



## Taqdeer



### Beneficiaries:

Elderly people and people with special needs citizens



### Description:

To enable the elderly and people with special needs to request Civil Affairs services at home



### Using the Service:

- If the beneficiary is aged ٨٠ or over, the application is submitted directly without attaching a medical report.
- If the beneficiary is 84 years of age or less, he/ she is required to submit documentation indicating his/ her need for the service (for example: medical report)
- User can choose more than one service per application.



**Byanati**



**Beneficiaries:**

A citizen – who is registered in “Absher” platform.



**Description:**

To enables citizen to authorize a governmental sector to view his/ her authorized information at Civil Affairs





## Martyrs of Duty



### Beneficiaries:

Martyrs of duty's family members, children, wives and martyr's parents.



### Service Terms

- To be one of martyrs of duty's family members



### Description:

To enable martyrs of duty's family members to request Civil Affairs services at home



## Introduce family member Service



### Beneficiaries:

A citizen – who is registered and activated in “Absher” platform.



### Requirements

- Attaching a photo to the family member for matching.
- Book an appointment.
- Bring all service requirements indicated in the appointment service.



### Using the service:

- Family member to be introduced (males should be older than 14 years, 10 months and up to 18 years old) females «daughters or wives» (should be older than 14 years and 10 months).
- Service user should be a Saudi male.
- Service cannot be used for dependent who has ID or has been introduced before.



### Description:

To enable parents to introduce their family members (son/ daughter/ wife) without taking them to the branches of Ministerial Agency of Civil Affairs



## Civil Affairs E-Inquiries



### Query NIN Expiry Service

To enable citizens to enquire about the NIN validity information



### Service inputs:

- National ID Number
- NIN version
- Enter Image code



# Authorizations Services



## Absher Services Authorization



### Beneficiaries:

The citizen and resident – who are registered in “Absher” platform.



### Requirements and Service Terms

Authorized person must accept the request.



### Description:

To enable individuals to issue or cancel authorization to another user (authorized person) to use specific services in Absher electronically



## Authorize to review sectors



### Beneficiaries:

The citizens and residents – who are registered in “Absher” platform.



### Description:

To enable individuals to authorize others to review sectors and carry out transactions on their behalf.



### Using the Service:

- Authorized person should be at least 18 years old.
- Authorizer can authorized another user to review specific sector and specific service.
- Authorizer cannot authorize more than one authorized user for the same sector in the same time.
- Authorized person cannot be a resident; however residents can issue authorizations
- Authorization duration is 7 days since its issuance.
- Wanted person or dead user cannot use the service whether authorizer or authorized person.



# Directorate General of Prisons E-Services



## Prison Appointment System



### Beneficiaries:

The citizens and residents – who are registered in the Absher platform.



### Description:

To enable prisoners' relatives who are registered and activated in the prison system to book appointments to visit relatives



### Using the Service:

- The visitor should be registered at The Directorate General of Prisons as a "Visitor" for a specific prisoner whom he/ she wants to visit.
- Appointment should be booked prior to the visit.
- The visitor cannot attend on a day other than the booked day.



You must register in the prison system before using the service for the first time





## Payment for the prisoners with financial cases (Foregat)



### Beneficiaries:

The citizens and residents – who are registered in the Absher platform



### Description:

To enable the user to search for prisoners having financial cases, with the possibility of full or partial payment of the amount for the prisoner to contribute in releasing him.



The prisoner's name is not displayed when you view prisoners list



## General Services



## Reset Password



### Beneficiaries:

The citizens and residents who are registered in "Absher" platform



### Using the Service

- Must be at least 8 characters long.
- Must contain a lowercase character.
- Must contain a numeric character.
- Must not contain a portion of User ID longer than half its length.
- Must not repeat a character more than half the length of the password.
- Confirmation password must match the password.



### Description:

To enables users to reset their passwords

#### NOTE

If you are unable to complete the previous steps, you should check the nearest activation center or self-service machine to reset your password.



## Qabul Service



### Beneficiaries:

The citizens and residents – who are registered in “Absher” platform.



### Description:

This service enables user to view the request that sent from sectors. You can either accept or reject the request.

You can also review request submitted previously, whether approved or rejected.



## Document Postal Delivery



### Beneficiaries:

The citizens and residents who are registered in "Absher" platform



### Requirements

- Iqama that has been issued within 9. days.
- Vehicle registration that has been renewed within 9. days.
- For passport, if you have not requested the postal delivery within the passport services (renewal or issuance services), you cannot request the delivery through this service.



### Description:

Through this service, you can request postal delivery for some documents, which have been issued via Absher within specific days as following



## Authenticate Rental Contracts



### Beneficiaries:

The citizen and resident – who are registered in “Absher” platform.



### Description:

To enable the individual to authenticate tenancy contracts created through Rental Services E-Network (hereinafter referred to as «Ejar») that are registered under your identity (national ID / resident ID), whether you are a lessor, a tenant, or a tenant representative.



### Requirements

- This service only displays tenancy contracts that are under authentication.
- In case a tenancy contract is not displayed in this service, the real estate broker who created the contract should be reviewed.
- Authentication of a tenancy contract is accepted by the lessor, and then accepted by the tenant or tenant representative.

**In case a tenancy contract that is displayed in this service is to be amended before its authentication, the following must be followed:**

- Reject contract authentication.
- Contract is amended by the real estate broker who has created it.
- Amended contract is submitted for authentication (this service).
- Tenancy contracts displayed in this service will be hidden in each of the following cases:
  - When contract authentication is accepted by both parties.
  - When contract authentication is rejected by either party.
  - When the period available for contract authentication expires.
- The period available for accepting or rejecting contract authentication by the lessor, as well as the tenant or tenant representative, is limited to 5 days.
- For inquiries and information regarding authentication of tenancy contracts, please contact the Ministry of Housing at 920005226 or through Ejar System website [www.ejar.sa](http://www.ejar.sa)



## Hajj Permit



### Beneficiaries:

Convoys authorized in the Ministry of Hajj regulations, and pilgrims inside the Kingdom



### Description:

To enable the registered convoys to issue Hajj permits electronically, and enable regulators to verify issued permits. The service also allows pilgrims to print their hajj permit after issuance.



### Service terms

- Registration of pilgrims and the convoys in systems of Ministry of Hajj and Umrah
- Registration of Hajj convoys on “Absher platform” through passports or civil affairs
- Include the name of the pilgrim within the recorded convoy.



## E-inquiries about travel restrictions and services



### Beneficiaries:

The citizen and resident – who are registered in “Absher” platform.



### Description:

To enable individuals to inquire about travel restrictions and services registered to them and see the details.





## Registration and activation in Absher Services

To enable an individual to use more than 160 electronic services through its platform after registration, which will only take a few minutes. These services includes:

- Job services
- Passports services
- Civil Affairs services
- Traffic Services
- And many more of important services that are continuously added on Absher platform.

### How can I register in Absher platform?

- Click on "New User, then follow the next steps:
- Entering User Info:
- Enter your ID/residence ID number.
- Entering an invalid mobile number will result in registration failure.
- Using someone else's identity instead of your own identity in registration is illegal.
- This is your private mobile number. Please don't use it in any other account to avoid number cancellation.

**When you complete entering this data, an activation code will be sent to the phone number; now you only have to activate your account through one of the following:**

- Registration and Activation Offices
- Banks
- Self-service machines.



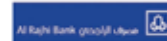
## Registration and activation in Absher Services

### First: Activation through (Passports and Civil Affairs) employees:

- To know Registration and Activation Offices, follow the following steps:
- Login MOI portal
- Click on "Registration and Activation Centers"
- Select "Staff for Activation in MOI portal" drop menu.
- Select the region where you want to activate your account.
- You can see the activation staff in cities and governorates through displayed table.
- Visit the Appropriate location for you to complete your activation.

### Second: activation through Banks

Banks: (Riyad Bank – Al Rajhi bank – Bank Albilad – Bank AlJazira - Alahli Bank - Samba Bank - Sabb Bank- ANB - Alinma Bank- Banque Saudi Fransi- Alawwal Bank - Saudi Investment Bank).





## Registration and activation in Absher Services

### Activation through self-service machines

To locate self-service machines, follow the following steps:

- Login MOI portal
- Click on “Self-service Registration & Activation Machines”
- Select “Self-service Registration & Activation Machines” drop menu.
- Select the region where you want to activate your account.
- You can see Self-service Registration & Activation Machines in cities and governorates through displayed table.
- Visit the Appropriate location for you to complete your