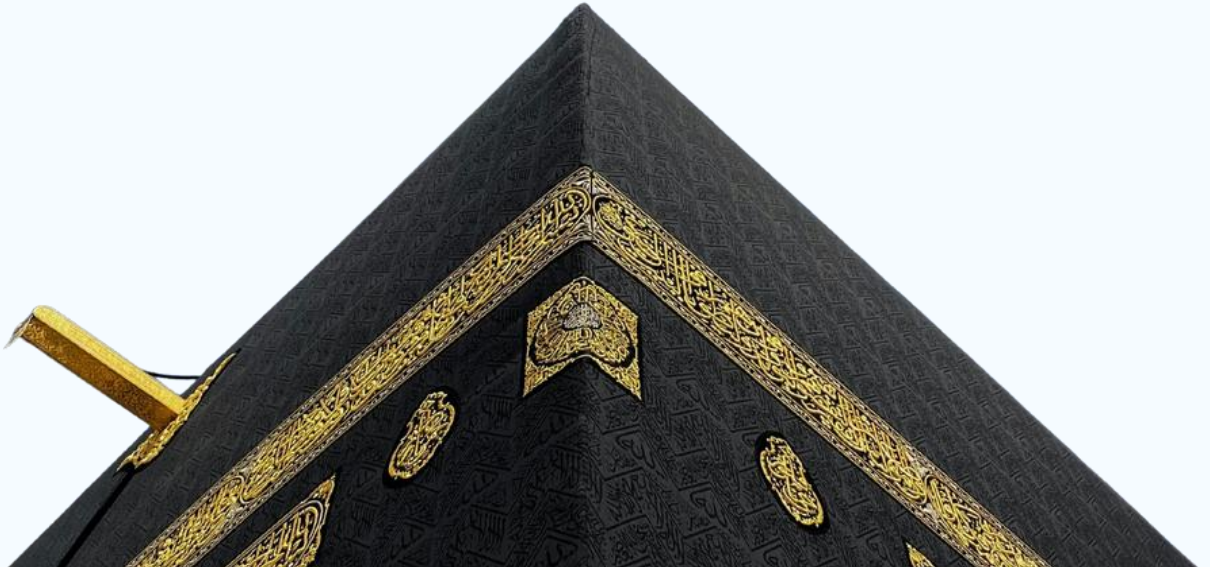


Kullanıcı Kılavuzu

Yurt içinden işlem



başvurusu yapma



İçindekiler

03

Giriş

03

Hizmet açıklaması:

04

Hizmetin amacı:

04

Hedef kitle:

04

Kullanım şartları:

04

Gerekli belgeler:

05

Hizmetin gerçekleştirilme adımları:

14

İletişim ve destek:

◆ Giriş

Kurumun dijital dönüşümü güçlendirme ve yararlanıcı deneyimini iyileştirme yönündeki yaklaşımı doğrultusunda, kullanıcıların Bakanlığa kolay ve hızlı bir şekilde işlem başvurusu yapabilmelerini sağlamak amacıyla elektronik portal üzerinden **Yurt İçinden İşlem Başvurusu Yapma** hizmeti sunulmuştur. Bu kılavuz ayrıca, hizmetin kullanım yöntemini ve hizmetten yararlanmak için gerekli adımları açıklamayı amaçlamakta olup, kullanıcının gerekli işlemleri kolay ve anlaşılır bir şekilde gerçekleştirmesine yardımcı olmaktadır.

◆ Hizmet açıklaması:

Hac ve Umre Bakanlığı tarafından sunulan elektronik bir hizmettir. Bu hizmet, yararlanıcıların Bakanlık merkezlerine gitmelerine gerek kalmadan, elektronik bir form aracılığıyla Hac ve Umre Bakanı Sayın Bakanlık Makamına veya Bakanlığa bağlı birimlerden ya da komitelerden birine sunulmak üzere bir yazı kayıt talebi göndermelerine olanak sağlamaktadır.

Hizmetin amacı

Kullanıcı deneyimini, kolay ve erişilebilir bir dijital hizmet sunarak iyileştirmek.



Yararlanıcıların Bakanlığa işlem başvurusu yapmalarını sağlamak.



Hedef kitle

Mukimler



Vatandaşlar



Gerekli belgeler:

İşlemle ilgili belge (PDF).



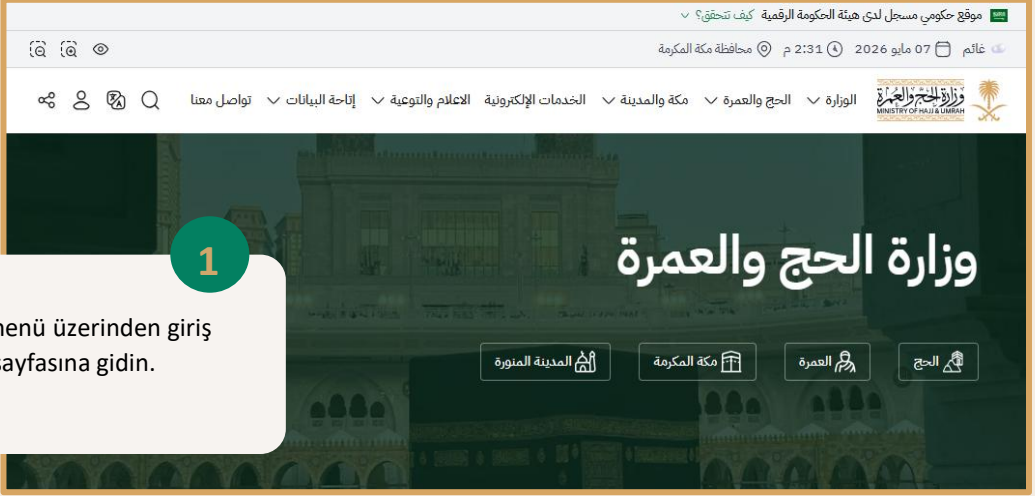
Kullanım şartları:

Kullanıcının vatandaş veya ikamet sahibi olması gerekmektedir.

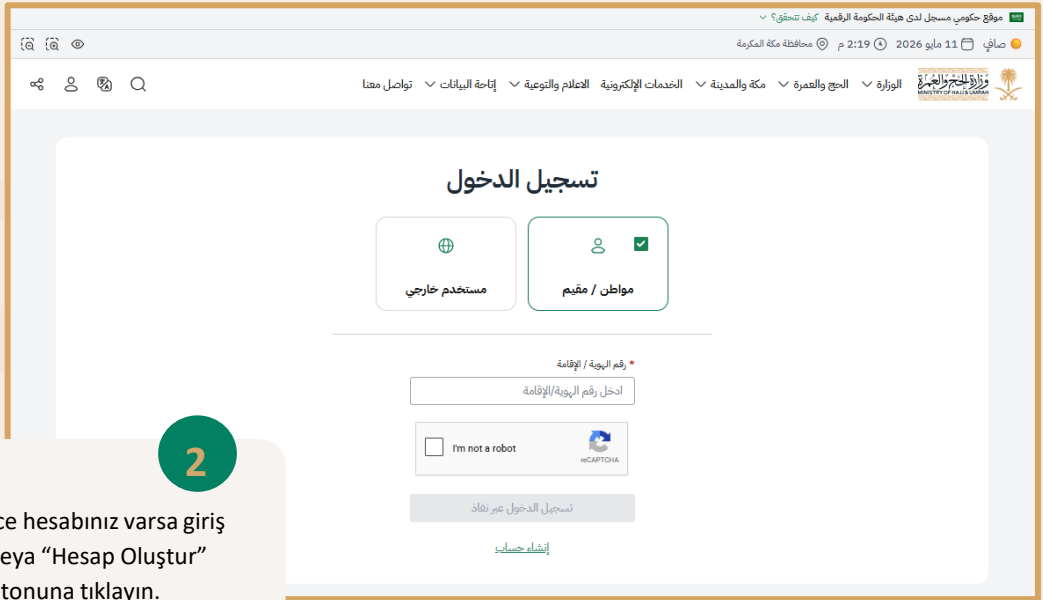
Ulusal Nafaz hesabının bulunması gerekmektedir.



Hizmetin gerçekleştirilme adımları:



Şekil 1: Bakanlığın web sitesinin ana sayfası



Şekil 2: Giriş sayfası

Hizmetin gerçekleştirilme adımları:

إنشاء حساب

مستخدم خارجي مواطن / مقيم

1 معلومات الهوية 2 البيانات الشخصية 3 التحقق من رقم الجوال 4 التحقق من البريد

* رقم الهوية / الإقامة
ادخل رقم الهوية / الإقامة

☐ I'm not a robot

التالي

تسجيل للدخول

3

Kimlik numarası / ikamet numarasını girin ve “İleri” butonuna tıklayın.

Şekil 3: Hesap oluşturma sayfası

إنشاء حساب

مستخدم خارجي مواطن / مقيم

1 معلومات الهوية 2 البيانات الشخصية 3 التحقق من رقم الجوال 4 التحقق من البريد

الرجاء فتح تطبيق نفاذ وتأكد الطلب باختيار الرقم أدناه

57

مدة صلاحية الرمز: 2:54
إغلاق إرسال للبريد

التالي السابق

تسجيل للدخول

4

Nafaz uygulamasını açın, sayfada görünen numarayı seçin ve “İleri” butonuna tıklayın.

Şekil 4: Hesap oluşturma sayfası

Hizmetin gerçekleştirilme adımları:

إنشاء حساب

مستخدم خارجي مواطن / مقيم

1 معلومات الهوية 2 البيانات الشخصية 3 التحقق من رقم الجوال 4 التحقق من البريد

الاسم الأول
عبد
الاسم الأخير
خالد
الاسم المزدوج
البريد الإلكتروني
الجنس
ذكر
تاريخ الميلاد
28-10-1990

التالي السابق

تسجيل للدخول

5

Nafaz üzerinden kişisel bilgileriniz görüntülenecektir, “İleri” butonuna tıklayın.

Şekil 5: Hesap oluşturma sayfası

إنشاء حساب

مستخدم خارجي مواطن / مقيم

1 معلومات الهوية 2 البيانات الشخصية 3 التحقق من رقم الجوال 4 التحقق من البريد

رقم الجوال
00 000 0000
الدولة
المملكة العربية السعودية
الجنسية
اختر الجنسية
المدينة
اختر المدينة

البريد الإلكتروني
ادخل البريد الإلكتروني

البريد الإلكتروني
00 000 0000

الدولة
المملكة العربية السعودية

الجنسية
اختر الجنسية

المدينة
اختر المدينة

I'm not a robot

التالي السابق

6

Kişisel bilgilerinizi girin, ardından “İleri” butonuna tıklayın.

Şekil 6: Hesap oluşturma sayfası

Hizmetin gerçekleştirilme adımları:

7
Kayıtlı cep telefonu numaranıza gönderilen doğrulama kodunu girin, ardından “İleri” butonuna tıklayın.

Şekil 7: Hesap oluşturma sayfası

8
Kayıtlı e-posta adresinize gönderilen doğrulama kodunu girin, ardından “İleri” butonuna tıklayın.

Şekil 8: Hesap oluşturma sayfası

Hizmetin gerçekleştirilme adımları:

9

Hesabın başarıyla oluşturulduğuna dair bir mesaj görünecektir. “Kapat” butonuna tıklayın; giriş sayfasına yönlendirileceksiniz.

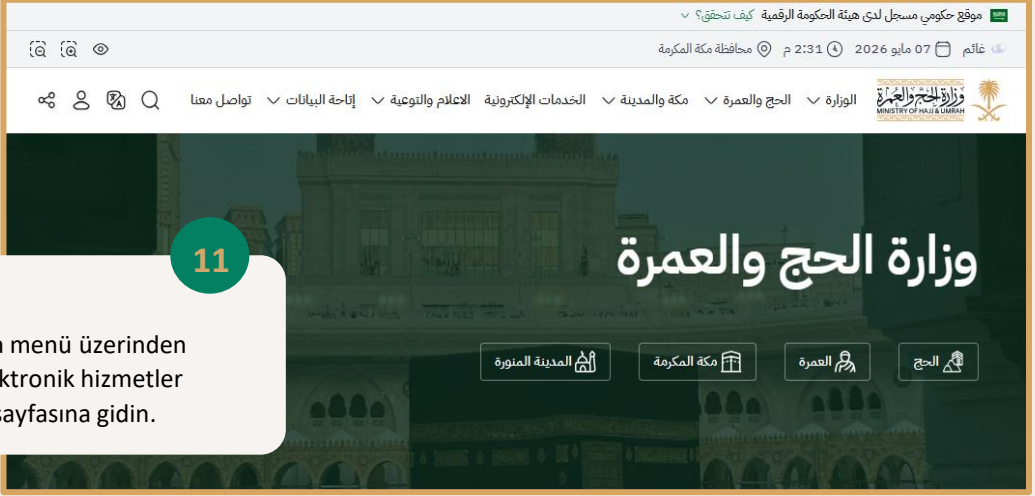
Şekil 9: Hesap oluşturma sayfası

10

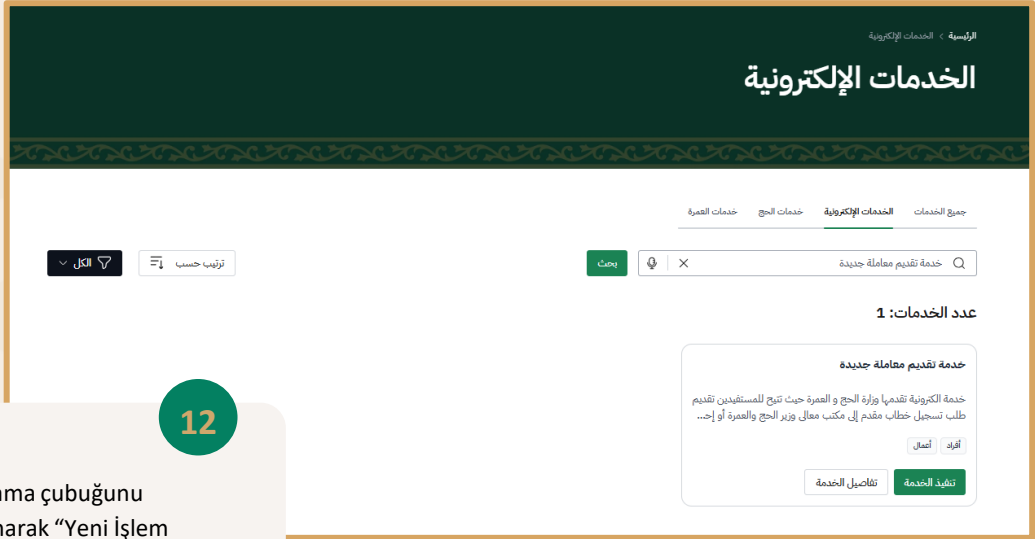
Nafaz kullanarak portala giriş yapın.

Şekil 10: Hesap oluşturma sayfası

Hizmetin gerçekleştirilme adımları:



Şekil 11: Bakanlığın web sitesinin ana sayfası



Şekil 12: Elektronik hizmetler sayfası

Hizmetin gerçekleştirilme adımları:

The screenshot shows the 'Hizmet Detayları' (Service Details) page. At the top, there is a search bar with the text 'خدمة تقديم معاملة جديدة' (New Service Request). Below the search bar, the title 'عدد الخدمات: 1' (Number of Services: 1) is displayed. The main content area features a card titled 'خدمة تقديم معاملة جديدة' (New Service Request). The card contains the text: 'خدمة الكترونية تقدمها وزارة الحج و العمرة حيث تتيح للمستخدمين تقديم طلب تسجيل خطاب مقدم إلى مكتب معالي وزير الحج والعمرة أو إحدى إدارات أو اللجان التابعة للوزارة بنموذج إلكتروني دون الحاجة للحضور لمقرات الوزارة'. Below this text, there are two buttons: 'أفراد' (Individuals) and 'أعمال' (Business). At the bottom of the card, there are two buttons: 'تفاصيل الخدمة' (Service Details) and 'تنفيذ الخدمة' (Execute Service). A green circle with the number '13' is overlaid on the 'تفاصيل الخدمة' button.

"Hizmet Detayları"
butonuna tıklayın.

Şekil 13: Hizmet kartı

The screenshot shows the 'Hizmet Detayları' (Service Details) page. At the top, there is a search bar with the text 'خدمة تقديم معاملة جديدة' (New Service Request). Below the search bar, the title 'عدد الخدمات: 1' (Number of Services: 1) is displayed. The main content area features a card titled 'خدمة تقديم معاملة جديدة' (New Service Request). The card contains the text: 'خدمة الكترونية تقدمها وزارة الحج و العمرة حيث تتيح للمستخدمين تقديم طلب تسجيل خطاب مقدم إلى مكتب معالي وزير الحج والعمرة أو إحدى إدارات أو اللجان التابعة للوزارة بنموذج إلكتروني دون الحاجة للحضور لمقرات الوزارة'. Below this text, there are two buttons: 'أفراد' (Individuals) and 'أعمال' (Business). At the bottom of the card, there are two buttons: 'تفاصيل الخدمة' (Service Details) and 'تنفيذ الخدمة' (Execute Service). A green circle with the number '14' is overlaid on the 'تفاصيل الخدمة' button.

Hizmet detaylarını
inceleyin.

Şekil 14: Hizmet detayları sayfası

Hizmetin gerçekleştirilme adımları:

الخدمات الإلكترونية > خدمة تقديم معاملة جديدة

خدمة تقديم معاملة جديدة

تقديم الخدمة

تنفيذ الخدمة

الجهة المستهدفة

إقامة ممبرة، المؤسسات الصغيرة والمتناهية
الحدود التجارية، حاله مؤسسات غير تابعة

نيرة تقديمها وزارة الحج و العمرة حيث تتيح للمستفيدين تقديم طلب تسجيل خطاب مقدم إلى مكتب معالي وزير الحج والعمرة أو إحدى
الجان التابعة للوزارة بنموذج إلكتروني دون الحاجة للحضور لمقرات الوزارة

المستندات المطلوبة شروط الاستخدام

“Hizmeti Gerçekleştir”
butonuna tıklayın.

Şekil 15: Hizmet detayları sayfası

الرئيسية > الخدمات الإلكترونية > خدمة تقديم معاملة جديدة

خدمة تقديم معاملة جديدة

رقم الجوال * 00 000 0000 +966

البريد الإلكتروني * ادخل البريد الإلكتروني

موضوع المعاملة * ادخل موضوع المعاملة

وصف المعاملة * ادخل وصف المعاملة

رفع الملف * الحد الأقصى لحجم الملف المسموح به هو 2 ميغابايت، وصيغ الملفات المدعومة تشمل doc, docx, pdf, xls, xlsx, ppt, pptx, zip, rar, 7z, mp3, mp4, avi, mov, flv, h264, h265, hevc, hls, m3u8, m3u, m3u1, m3u2, m3u3, m3u4, m3u5, m3u6, m3u7, m3u8, m3u9, m3u10, m3u11, m3u12, m3u13, m3u14, m3u15, m3u16, m3u17, m3u18, m3u19, m3u20, m3u21, m3u22, m3u23, m3u24, m3u25, m3u26, m3u27, m3u28, m3u29, m3u30, m3u31, m3u32, m3u33, m3u34, m3u35, m3u36, m3u37, m3u38, m3u39, m3u40, m3u41, m3u42, m3u43, m3u44, m3u45, m3u46, m3u47, m3u48, m3u49, m3u50, m3u51, m3u52, m3u53, m3u54, m3u55, m3u56, m3u57, m3u58, m3u59, m3u60, m3u61, m3u62, m3u63, m3u64, m3u65, m3u66, m3u67, m3u68, m3u69, m3u70, m3u71, m3u72, m3u73, m3u74, m3u75, m3u76, m3u77, m3u78, m3u79, m3u80, m3u81, m3u82, m3u83, m3u84, m3u85, m3u86, m3u87, m3u88, m3u89, m3u90, m3u91, m3u92, m3u93, m3u94, m3u95, m3u96, m3u97, m3u98, m3u99, m3u100, m3u101, m3u102, m3u103, m3u104, m3u105, m3u106, m3u107, m3u108, m3u109, m3u110, m3u111, m3u112, m3u113, m3u114, m3u115, m3u116, m3u117, m3u118, m3u119, m3u120, m3u121, m3u122, m3u123, m3u124, m3u125, m3u126, m3u127, m3u128, m3u129, m3u130, m3u131, m3u132, m3u133, m3u134, m3u135, m3u136, m3u137, m3u138, m3u139, m3u140, m3u141, m3u142, m3u143, m3u144, m3u145, m3u146, m3u147, m3u148, m3u149, m3u150, m3u151, m3u152, m3u153, m3u154, m3u155, m3u156, m3u157, m3u158, m3u159, m3u160, m3u161, m3u162, m3u163, m3u164, m3u165, m3u166, m3u167, m3u168, m3u169, m3u170, m3u171, m3u172, m3u173, m3u174, m3u175, m3u176, m3u177, m3u178, m3u179, m3u180, m3u181, m3u182, m3u183, m3u184, m3u185, m3u186, m3u187, m3u188, m3u189, m3u190, m3u191, m3u192, m3u193, m3u194, m3u195, m3u196, m3u197, m3u198, m3u199, m3u200, m3u201, m3u202, m3u203, m3u204, m3u205, m3u206, m3u207, m3u208, m3u209, m3u210, m3u211, m3u212, m3u213, m3u214, m3u215, m3u216, m3u217, m3u218, m3u219, m3u220, m3u221, m3u222, m3u223, m3u224, m3u225, m3u226, m3u227, m3u228, m3u229, m3u230, m3u231, m3u232, m3u233, m3u234, m3u235, m3u236, m3u237, m3u238, m3u239, m3u240, m3u241, m3u242, m3u243, m3u244, m3u245, m3u246, m3u247, m3u248, m3u249, m3u250, m3u251, m3u252, m3u253, m3u254, m3u255, m3u256, m3u257, m3u258, m3u259, m3u260, m3u261, m3u262, m3u263, m3u264, m3u265, m3u266, m3u267, m3u268, m3u269, m3u270, m3u271, m3u272, m3u273, m3u274, m3u275, m3u276, m3u277, m3u278, m3u279, m3u280, m3u281, m3u282, m3u283, m3u284, m3u285, m3u286, m3u287, m3u288, m3u289, m3u290, m3u291, m3u292, m3u293, m3u294, m3u295, m3u296, m3u297, m3u298, m3u299, m3u300, m3u301, m3u302, m3u303, m3u304, m3u305, m3u306, m3u307, m3u308, m3u309, m3u310, m3u311, m3u312, m3u313, m3u314, m3u315, m3u316, m3u317, m3u318, m3u319, m3u320, m3u321, m3u322, m3u323, m3u324, m3u325, m3u326, m3u327, m3u328, m3u329, m3u330, m3u331, m3u332, m3u333, m3u334, m3u335, m3u336, m3u337, m3u338, m3u339, m3u340, m3u341, m3u342, m3u343, m3u344, m3u345, m3u346, m3u347, m3u348, m3u349, m3u350, m3u351, m3u352, m3u353, m3u354, m3u355, m3u356, m3u357, m3u358, m3u359, m3u360, m3u361, m3u362, m3u363, m3u364, m3u365, m3u366, m3u367, m3u368, m3u369, m3u370, m3u371, m3u372, m3u373, m3u374, m3u375, m3u376, m3u377, m3u378, m3u379, m3u380, m3u381, m3u382, m3u383, m3u384, m3u385, m3u386, m3u387, m3u388, m3u389, m3u390, m3u391, m3u392, m3u393, m3u394, m3u395, m3u396, m3u397, m3u398, m3u399, m3u400, m3u401, m3u402, m3u403, m3u404, m3u405, m3u406, m3u407, m3u408, m3u409, m3u410, m3u411, m3u412, m3u413, m3u414, m3u415, m3u416, m3u417, m3u418, m3u419, m3u420, m3u421, m3u422, m3u423, m3u424, m3u425, m3u426, m3u427, m3u428, m3u429, m3u430, m3u431, m3u432, m3u433, m3u434, m3u435, m3u436, m3u437, m3u438, m3u439, m3u440, m3u441, m3u442, m3u443, m3u444, m3u445, m3u446, m3u447, m3u448, m3u449, m3u450, m3u451, m3u452, m3u453, m3u454, m3u455, m3u456, m3u457, m3u458, m3u459, m3u460, m3u461, m3u462, m3u463, m3u464, m3u465, m3u466, m3u467, m3u468, m3u469, m3u470, m3u471, m3u472, m3u473, m3u474, m3u475, m3u476, m3u477, m3u478, m3u479, m3u480, m3u481, m3u482, m3u483, m3u484, m3u485, m3u486, m3u487, m3u488, 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17

Sistem, alanlara girilen bilgileri anlık olarak doğrulayacak ve kullanıcıya uyarı mesajı gösterecektir.

Şekil 17: Form hata mesajlarının görüntülenmesi

قديم معاملة جديدة

* البريد الإلكتروني @

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18

Başvurunun alındığına dair onay mesajı görüntülenecektir.

Şekil 18: Başvuru alındı mesajı



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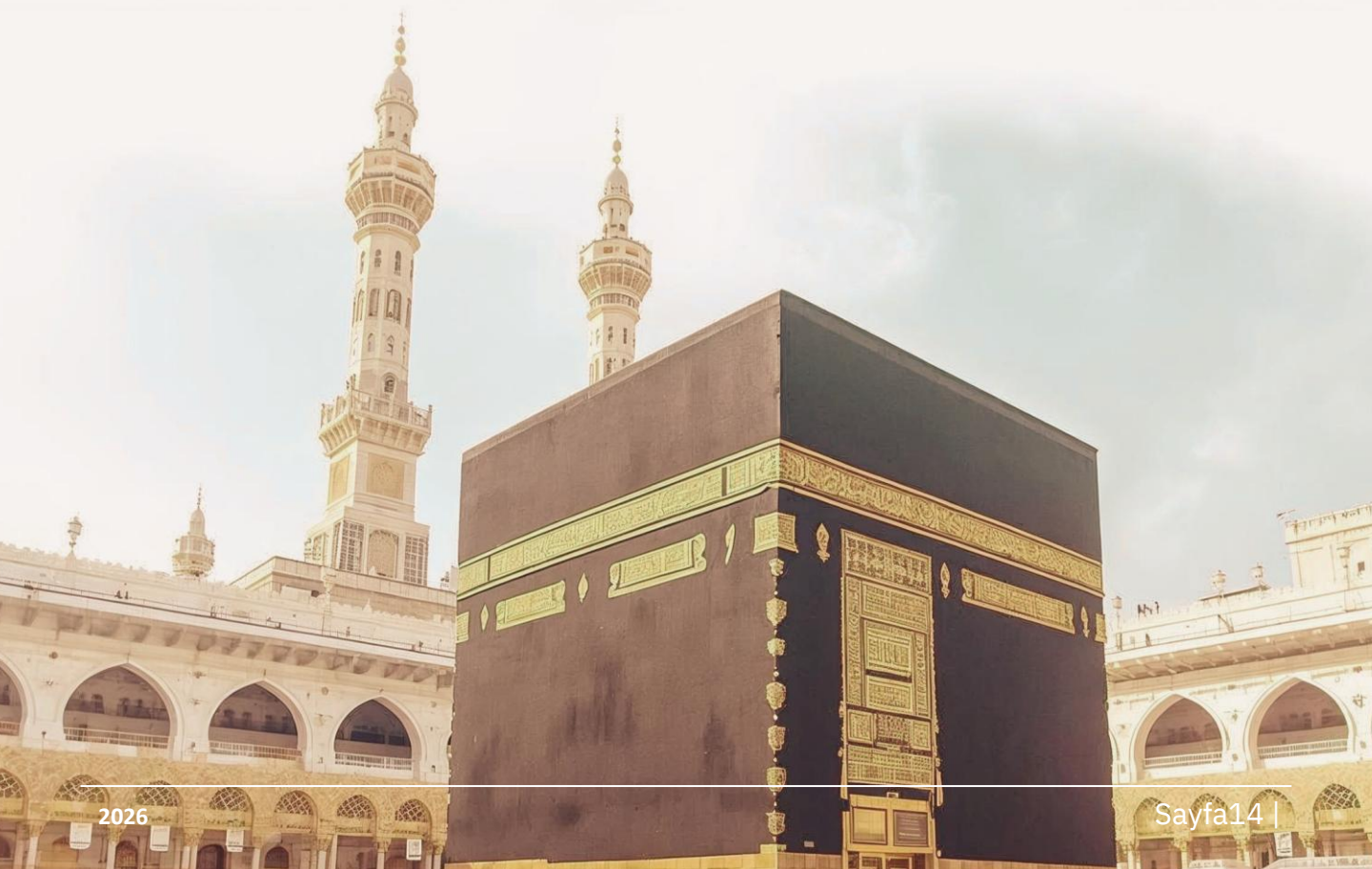


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