

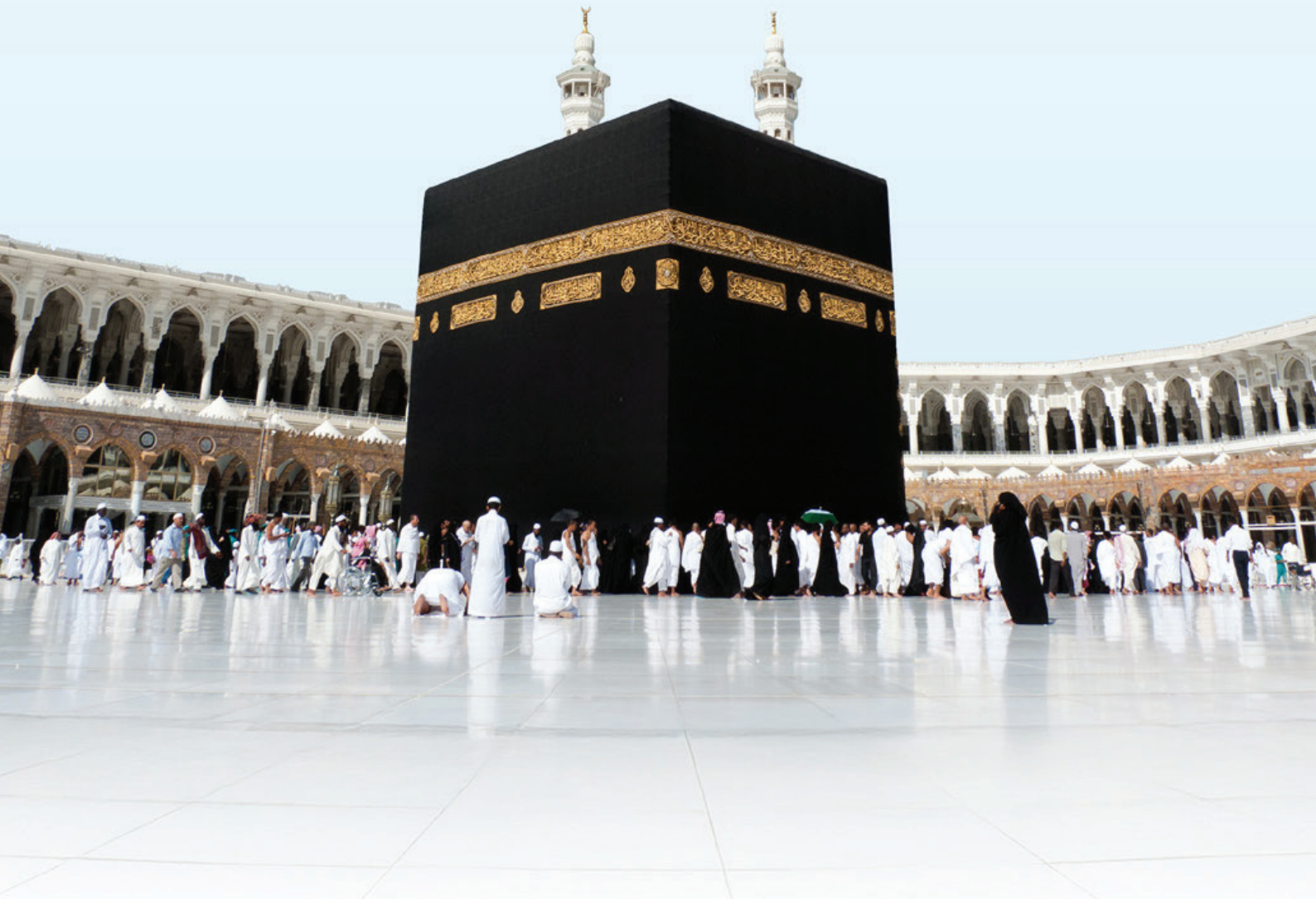


ضيوف البيت
Al Bait Guests

لخدمات الحجاج Pilgrims Services

Completing Biometrics

2026 • 1447



Guide to the Saudi Visa Bio App

The Saudi Visa Bio App, launched by the Saudi Arabian Ministry of Foreign Affairs (MOFA), streamlines the biometric data collection process for Hajj Visa applicants. This app provides a fast, secure, and convenient way to submit fingerprints and facial recognition data—key requirements in Saudi Arabia's visa application process.

Key Features & Benefits

Biometric Submission: Enables users to submit fingerprints and facial scans remotely.

Faster Processing: Reduces delays and minimises errors.

Secure & Convenient: Enhances security while eliminating the need for in-person biometric collection.

Secure Processing: The Saudi Visa Bio app uses high-level encryption protocols to ensure the secure transmission and storage of biometric data. This helps protect user information from unauthorised access.

Language Support: The app is available in multiple languages, including Arabic and English, to accommodate a diverse user base.

Free Service: There is no cost associated with this process.



How to Download the Saudi Visa Bio App

Using the Saudi Visa Bio app is a straightforward process. Below are the general steps to guide you through the visa application process via the app:

1. Download the Saudi Visa Bio app for iPhone / Saudi Visa Bio app for Android

1. First, you need to download the Saudi Visa Bio app on your smartphone. The app is available on both the Google Play Store and the Apple App Store. Only Download from official App Stores for your smartphones.

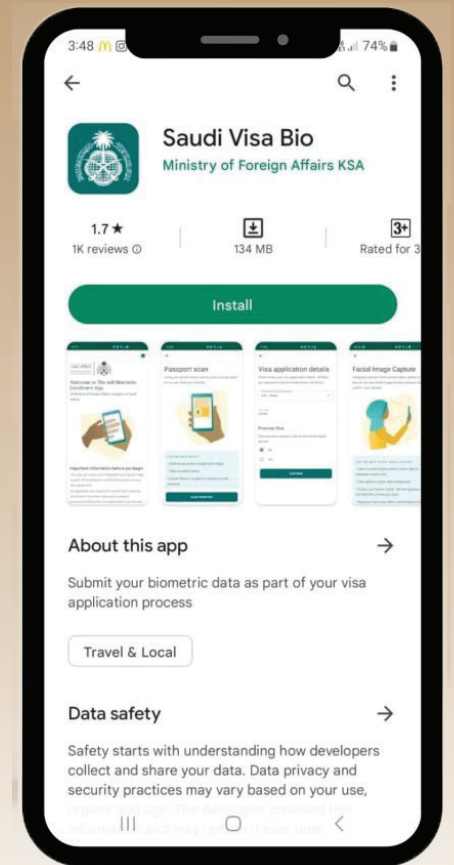
For **Android** users, you can download the app from [the Google Play Store](#).

For **iOS** users, you can download the app from [the Apple App Store](#).

2. Register and Create an Account:

Once the app is installed, open it and create a new account using your details as on your passport and Nusuk email address.

[You can use a valid email address if you are having issues with your Nusuk email address or cannot access it]



STEP ONE

Passport scan

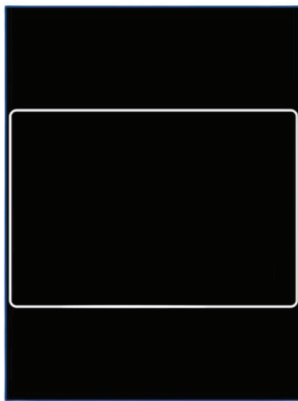
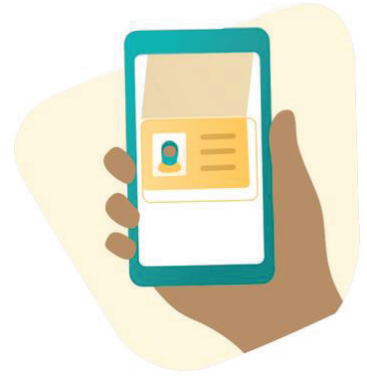
Using your phone's back camera, scan your passport so we can verify your identity.

For the best scan

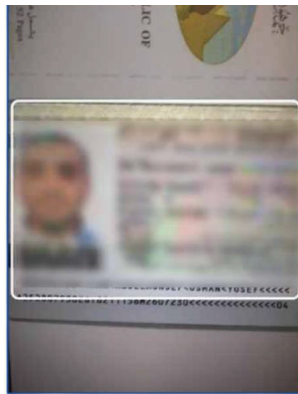
Ensure there is no glare or shadows on the passport.

Hold the document straight and steady.

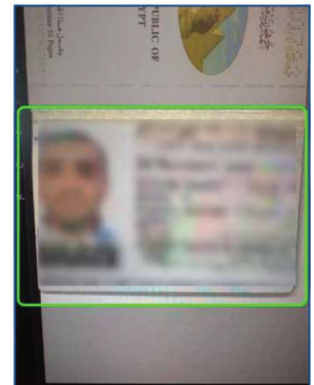
Take it in a well-lit place.



Preparing the Camera



Document Processing



Searching for Document

STEP TWO

Face Capture

Using your phone's front camera, take a photo of your face so we can check against your passport and confirm your identity.

For the best facial image

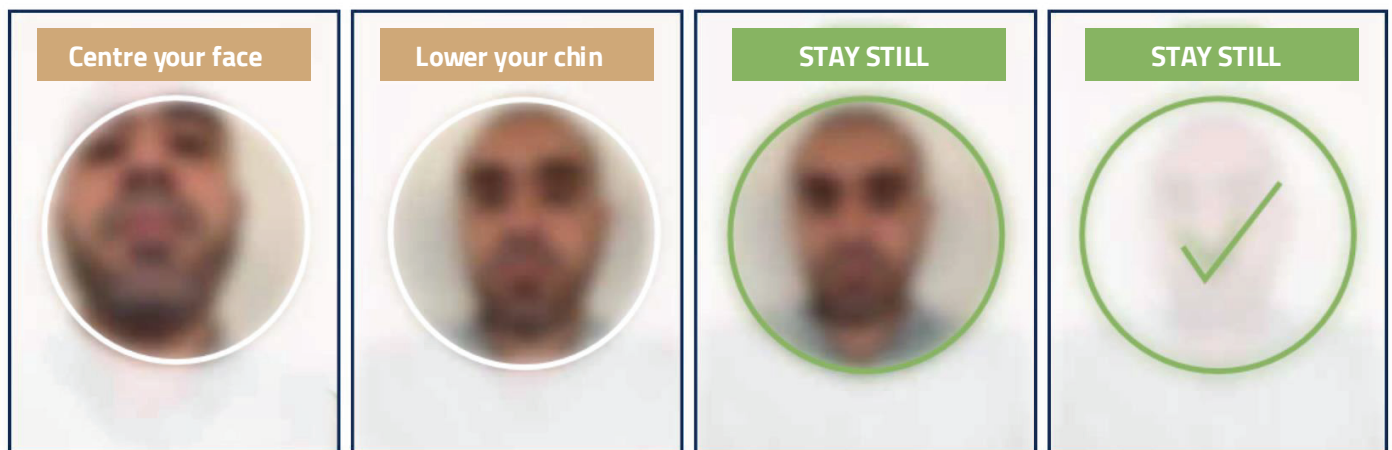
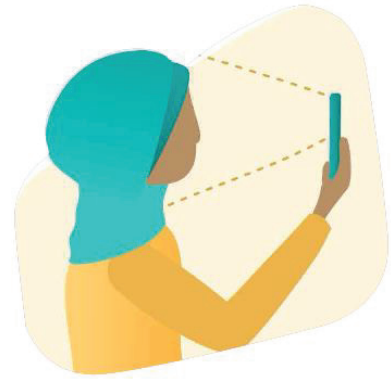
Ensure your face is fully visible.

Remove glasses or hair that falls across your face.

Take in a well-lit place without direct light or shadows on your face

Take against a light-coloured and plain background (white background).

Keep your eyes open with a neutral expression (do not smile).



STEP THREE

Fingerprint Scan



For capturing right thumb –

Hold Mobile phone in your left hand, using the back camera. Place your right thumb in the overlay of the camera view. The app will auto capture right thumb.

For capturing right hand four fingers –

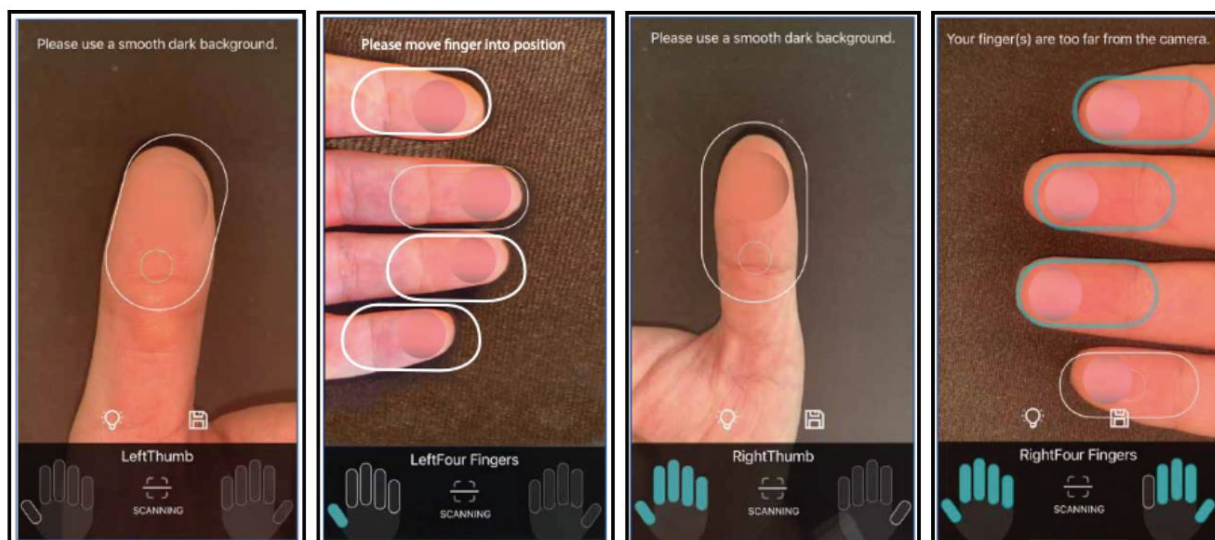
Hold Mobile phone in your left hand, using the back camera. Place your right hand in the overlay of the camera view. The app will auto capture right hand four fingers.

For capturing left thumb –

Hold Mobile phone in your left hand, using the back camera. Place your right hand in the overlay of the camera view. The app will auto capture right hand four fingers.

For capturing left hand four fingers –

Hold Mobile phone in your right hand, using the back camera. Place your right hand in the overlay of the camera view. The app will auto capture left hand's four fingers.



BEST PRACTICES FOR GOOD FINGERPRINT CAPTURE

1. Ensure that the background is dark (to be different than your skin colour), plain and not noisy
2. Always try to keep your hand or finger inside the overlay of the camera view
3. Try to keep your hand still throughout the capture process

TROUBLESHOOTING BIOMETRICS ISSUES

If you are facing difficulties, follow these proven tips

Key Features & Benefits

Switch Devices: If a device consistently fails, try using a different one.

Preferred Devices: Newer Android phones tend to perform best. Apple devices may cause reflection issues, increasing the resolution to 4K often improves results.

Camera Positioning:

Keep fingers close to the camera and close together.
Move the phone closer to the fingers (not further away).
Ensure the app shows a green marker indicating successful fingerprint capture.

Moisturise Fingertips: This helps enhance image clarity by improving contour reflections.

Lighting & Background:

Avoid bright lighting and reflections.
Use a dark or black background for best contrast.

Elderly Users: Fingerprints may be less prominent - extra time and care may be needed.

Exceptional Cases:

Individuals with scarred, disfigured, or amputated fingers have successfully completed submission after multiple attempts.

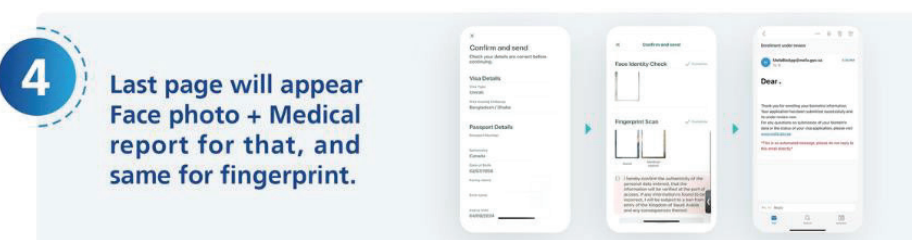
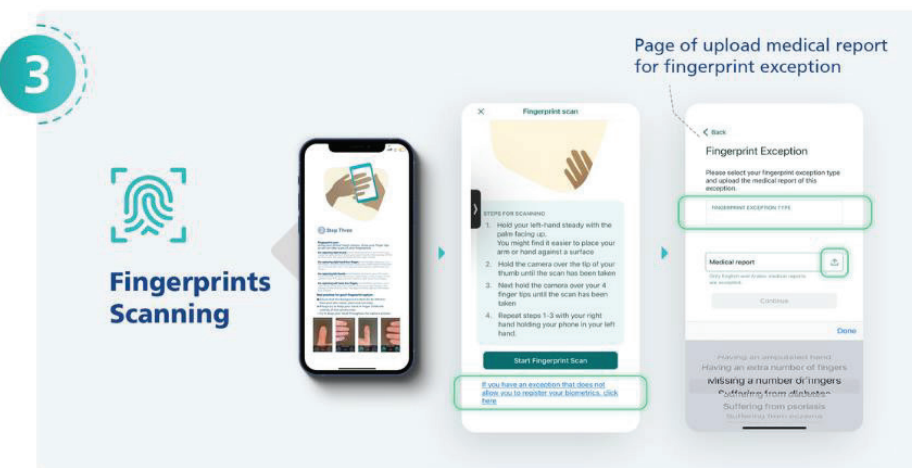
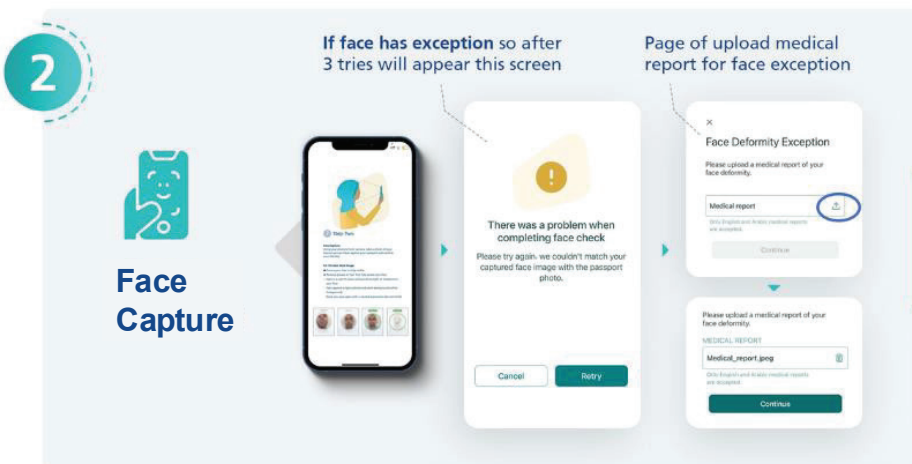
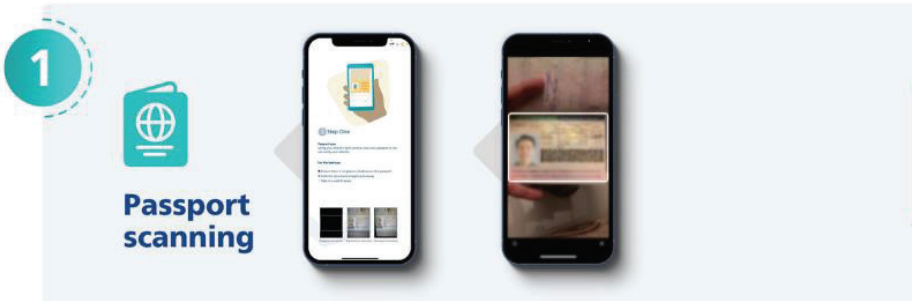
App Troubleshooting:

Delete the app, reinstall it, and resubmit images - this often resolves persistent issues.

If your application was declined, following the above process usually works on the second attempt.

EXCEPTIONAL CASES GUIDELINES

If biometrics cannot be completed, a medical report can be uploaded through the app.



CONFIRMATION OF THE BIOMETRICS PROCESS

Once your biometric data is submitted through the app, you will receive ONE of the following email notifications:

Application Submitted Successfully

Application Under Review

Please be patient - Confirmation will follow

Application Rejected

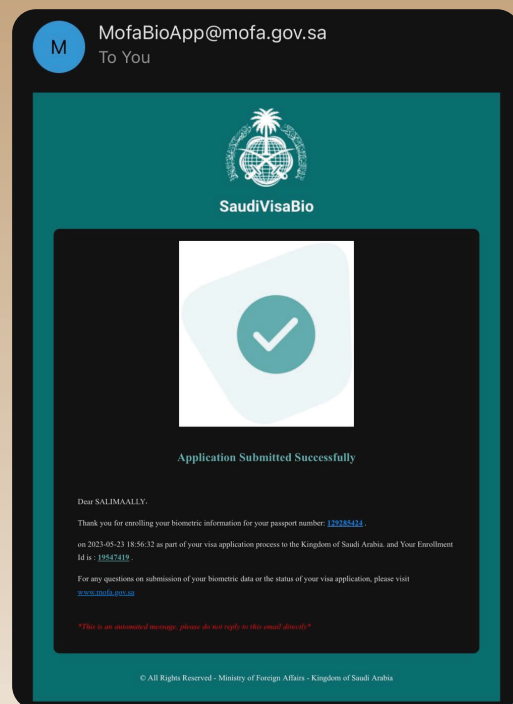
Delete the app, Reinstall, and Resubmit your data

MOFA Visa App: MofaBioApp@mofa.gov.sa

MOFA وزارة الخارجية Visa Services: no-reply@mofa.gov.sa

Free Service: There is no cost associated with this process.

Please note the email pictures may vary from the examples provided.



EMAIL EXAMPLE

CONFIRMATION OF SAUDI eVisa

Once approved, the Saudi eVisa will be sent to you via email.

Ensure you have a **digital copy** as well as a **printout** of your eVisa when travelling.

وزارة الخارجية

28/05/2024

Saudi eVisa

KSA VISA

تأشيرة السعودية

Dear [REDACTED]

MOHAMAD عزيزي

We are glad to inform you that your application has been approved and your e-visa No. 6 [REDACTED] has been issued. Please find attached the e-visa ready to be downloaded.

يسعدنا إبلاغك بأنه قد تمت الموافقة على طلبك وتم إصدار التأشيرة الإلكترونية رقم 6120825942. يرجى تحميل المرفق.

With compliments from the Ministry of Foreign Affairs

نتمنى لكم إقامة سعيدة في المملكة العربية السعودية

www.mofa.gov.sa

www.mofa.gov.sa

EMAIL EXAMPLE

HAJJ eVISA EXAMPLE



Visa No.	[REDACTED]	رقم التأشيرة
Valid From	[REDACTED]	صالحة اعتباراً من
Valid Until	Hajj - موسم الحج - Season	لغاية صالحة
Duration of Stay	Hajj - موسم الحج - Season	الإقامة مدة
Passport No.	[REDACTED]	رقم الجواز

Place of issue	Saudi Digital Embassy - السفارة السعودية الرقمية	مكان الإصدار
Name	[REDACTED]	الاسم
Nationality	[REDACTED]	الجنسية
Visa Type	Hajj - حج	نوع التأشيرة
Service Provider	[REDACTED]	شركة تقديم الخدمات
Border No	[REDACTED]	رقم الحدود
Local Service	[REDACTED]	الخدمة الميدانية

Visa No. [REDACTED] التأشيرة رقم

Application No. [REDACTED] الطلب رقم

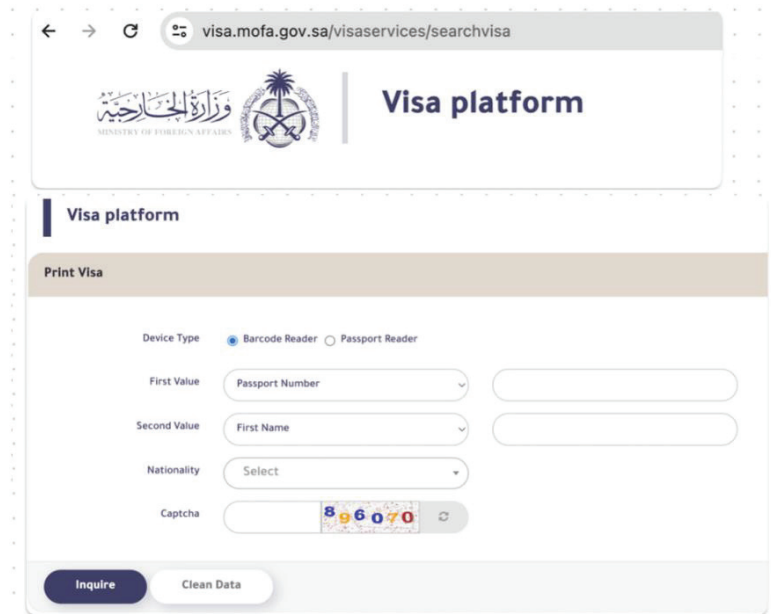
Please note the email and eVisa may vary from the examples provided

Visa Status Clarification

If you are experiencing issues downloading your visa, please refer directly to the official Ministry of Foreign Affairs (MOFA) portal

<https://visa.mofa.gov.sa/visaservices/searchvisa>

In many instances, the status shown on the Nusuk platform may appear as "Pending" or "Send to Embassy," even though the visa has already been issued. Always cross-check using the MOFA link above. Reach out to your assigned partner should you have any further issues..

The image shows a web browser window with the URL 'visa.mofa.gov.sa/visaservices/searchvisa'. The page header includes the Saudi Arabian coat of arms and the text 'وزارة الخارجية' (Ministry of Foreign Affairs) and 'MOFA'. The main heading is 'Visa platform'. Below this, there is a section titled 'Print Visa'. It contains a 'Device Type' section with radio buttons for 'Barcode Reader' (selected) and 'Passport Reader'. There are three input fields: 'First Value' with a dropdown menu set to 'Passport Number', 'Second Value' with a dropdown menu set to 'First Name', and 'Nationality' with a dropdown menu set to 'Select'. A 'Captcha' field shows the numbers '896070'. At the bottom, there are two buttons: 'Inquire' and 'Clean Data'.

Filling the form:

First Value > Choose Passport Number > Enter passport number in the blank field

Second Value > Choose First Name > Enter the first name in the blank field

Select Nationality > From the drop-down menu

Captcha code > Enter the numbers > Click on Inquire.

If the eVisa has been issued, it will display on next screen > Print & Save

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care@albaitonnusuk.com