



مؤسسة مطوفي حجاج جنوب آسيا  
Muttawiffy Hujjaj South Asia Est.

# E-Gate Change Management

Muttawiffy Hujjaj South Asia Establishment

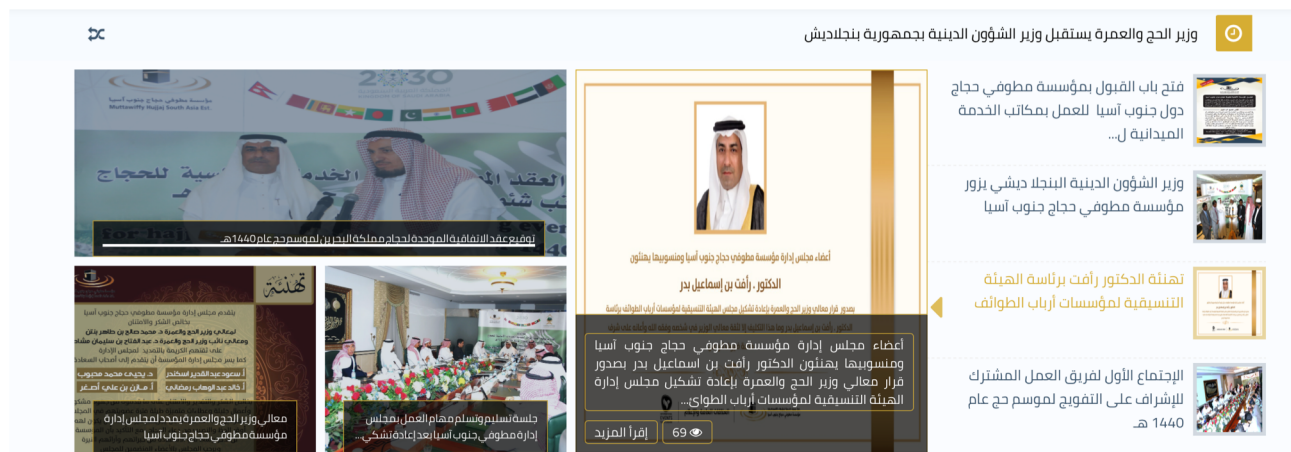
A presentation on feature enhancement for e-Gate in Hajj Season 1440

Dr. Omer Ayoub - Mr. Zahid  
IT Department

رؤية  
VISION  
2030  
المملكة العربية السعودية  
KINGDOM OF SAUDI ARABIA

# Step-1: Log in to the Portal

- Go to [www.mhsae.com](http://www.mhsae.com) and scroll down to **بوابة المنظمين** The link will direct to login page.
- Use the previous year's login details to login to the portal:




مؤسسة مطوفي حجاج جنوب آسيا  
Muttawiffy Hujjaj South Asia Est.

## SouthAsia Establishment E-Gate

Welcome.

Please Login




[Forgot Password?](#)



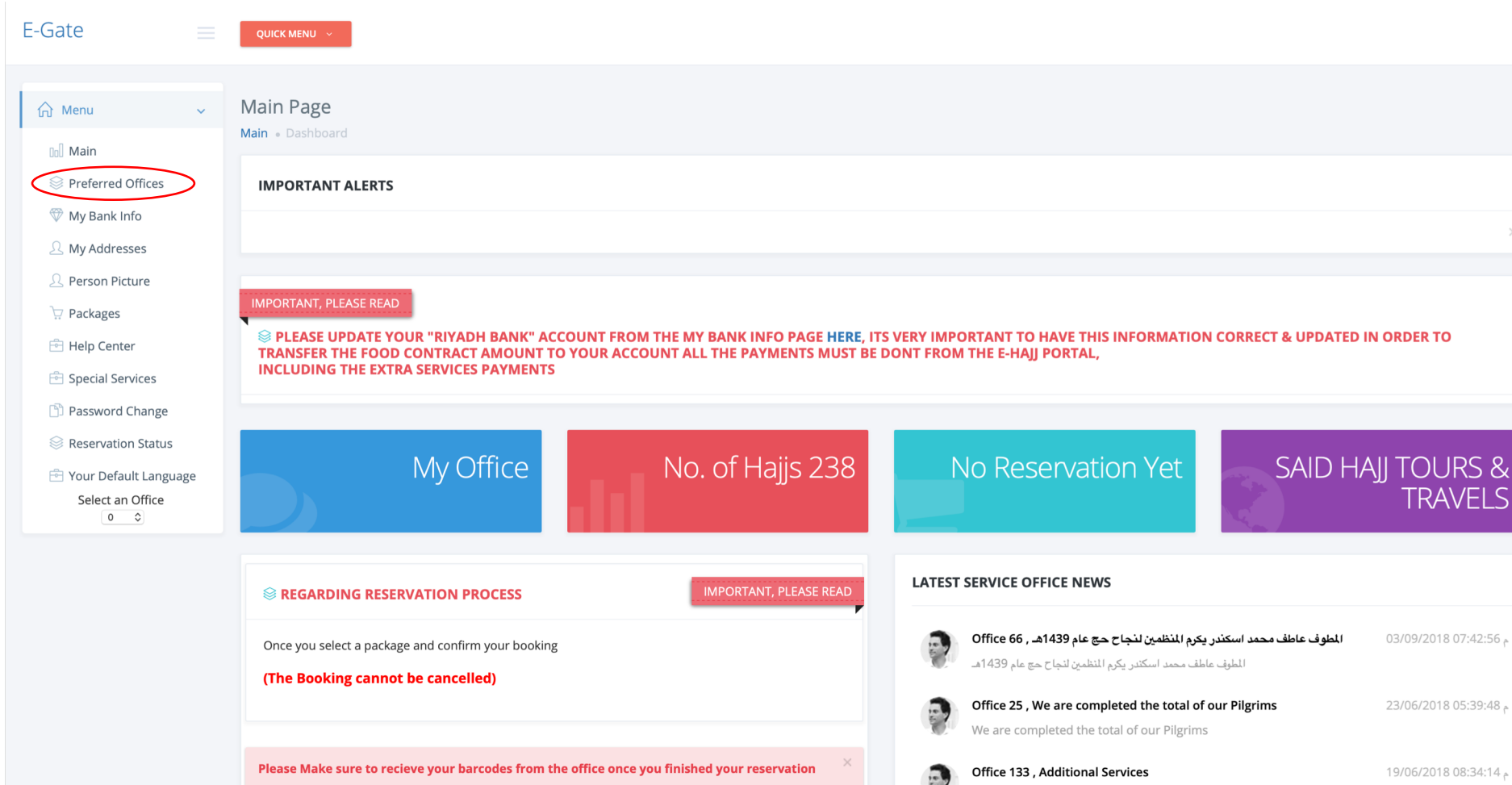
# Step-1: Log in to the Portal-Forgot Password

- In case you have forgotten the password, click Forgot Password and complete the information required.
- This information should be the same as provided in the last year.



# Step-2: Select the “Preferred Offices” Option

- Once logged in to e-Gate, select the “Preferred Offices” option:



The screenshot displays the E-Gate user interface. On the left, a navigation menu is visible with the following items: Main, Preferred Offices (circled in red), My Bank Info, My Addresses, Person Picture, Packages, Help Center, Special Services, Password Change, Reservation Status, and Your Default Language. The main content area shows a 'Main Page' with a 'QUICK MENU' button at the top right. Below the menu, there is an 'IMPORTANT ALERTS' section, followed by a red banner with the text: 'IMPORTANT, PLEASE READ' and 'PLEASE UPDATE YOUR "RIYADH BANK" ACCOUNT FROM THE MY BANK INFO PAGE HERE, ITS VERY IMPORTANT TO HAVE THIS INFORMATION CORRECT & UPDATED IN ORDER TO TRANSFER THE FOOD CONTRACT AMOUNT TO YOUR ACCOUNT ALL THE PAYMENTS MUST BE DONT FROM THE E-HAJJ PORTAL, INCLUDING THE EXTRA SERVICES PAYMENTS'. Below this, there are four colored boxes: 'My Office' (blue), 'No. of Hajjs 238' (red), 'No Reservation Yet' (teal), and 'SAID HAJJ TOURS & TRAVELS' (purple). At the bottom, there is a 'REGARDING RESERVATION PROCESS' section with the text: 'Once you select a package and confirm your booking (The Booking cannot be cancelled)' and a red banner: 'Please Make sure to receive your barcodes from the office once you finished your reservation'. To the right, there is a 'LATEST SERVICE OFFICE NEWS' section with three news items:

News Item	Date
المطوف عاطف محمد اسكندر يكرم المنظمين لنجاح حج عام 1439 هـ , Office 66 المطوف عاطف محمد اسكندر يكرم المنظمين لنجاح حج عام 1439 هـ	03/09/2018 07:42:56 م
Office 25 , We are completed the total of our Pilgrims We are completed the total of our Pilgrims	23/06/2018 05:39:48 م
Office 133 , Additional Services	19/06/2018 08:34:14 م

# Step-3: Select the Offices

- Select the preferred offices with Option 1 being the highest priority and Option 5 with the least priority
- If you wish to divide your quota in two offices, you may do so in the first two offices.
- The maximum number of offices in which you can divide the quota are two.
- Once the selection is done, click Add
- The choices can be made irrespective of categories. i.e. Either the Tour operator may select all options from the same category or from different categories.

E-Gate ☰ QUICK MENU ▾

Menu ▾

- Main
- Preferred Offices
- My Bank Info
- My Addresses
- Person Picture
- Packages
- Help Center
- Special Services
- Password Change
- Reservation Status
- Your Default Language
- Select an Office  
0 ▾

## Tour Selection

Main • Tours Selection

Office selected to Make a contract with ▾

#	Office No	Date Added
		Option One 0 ▾ No of Hajjs: <input type="text"/>
		Option Two 0 ▾ No of Hajjs: <input type="text"/>
		Option Three 0 ▾
		Option Four 0 ▾
		Option Five 0 ▾

ADD

2016 © South Asia Establishment

# Step-4: Verification

- Verify the confirmation by entering the verification code sent from MHSAE on registered mobile number
- The verification process is one time process. Make sure to select all the preferred office options before confirmation

E-Gate



QUICK MENU ▾

Menu ▾

- Main
- Preferred Offices
- My Bank Info
- My Addresses
- Person Picture
- Packages
- Help Center
- Special Services
- Password Change
- Reservation Status
- Your Default Language

Select an Office

0 ▾

Tour Selection

Main • Tours Selection

⚙ Office selected to Make a contract with ▾

#	Office No	Date Added

**VERIFY SMS CODE**  
please enter the verification code .

# Step-5: Confirmation

- At the final stage, a confirmation screen will be displayed showing your preferred offices selection.

E-Gate



QUICK MENU ▾

Menu ▾

- Main
- Preferred Offices
- My Bank Info
- My Addresses
- Person Picture
- Packages
- Help Center
- Special Services
- Password Change
- Reservation Status
- Your Default Language

Select an Office

0 ▾

## Tour Selection

Main • Tours Selection

Office selected to Make a contract with ▾

#	Office No	Date Added
1	12	4/10/2019 10:14:57 PM
2	23	4/10/2019 10:15:27 PM
3	24	4/10/2019 10:15:30 PM
4	45	4/10/2019 10:16:14 PM
5	56	4/10/2019 10:16:28 PM

# Important Information

---

- Cash dealing is strictly prohibited with the service offices,
- All services are to be obtained by e-Hajj and e-Gate system,
- This preferred choice (for both – Service office and Tour operators) is subject to final decision by the MHS AE Management,
- No deposit guarantees will be made to the service offices starting from this year,
- The barcode printing will be done through the Tour operators in their own offices,
- In case of delay of printing Munazzam card through maktab/Service office, Munazzam card will be available to print through MHS AE Head office,
- All additional services are optional and to be obtained upon the wish of the tour operator,
- All the prices for additional services are fixed and available in the e-Gate.
- The MHS AE offers 4 packages with fixed prices as follows:

Package-1: **3950 SR + 5% VAT**

Package-2: **1900 SR + 5% VAT**

Package-3: **1500 SR + 5% VAT**

Package-4: **720 SR + 5% VAT**