



Human Resources and
Social Development

Beneficiary Guide

E-Services Portal for the Social
Development Sector

15 December 2024



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About the E-Services Portal for the Social Development Sector

About

This portal aims to provide social support and protection to vulnerable families and groups (such as orphans and people with disabilities) and offer financial assistance to beneficiaries of social insurance pensions.

The portal is managed by the Social Development Sector, one of the sectors of the Ministry of Human Resources and Social Development, which is responsible for shaping the general policy for labor and workforce systems in both the public and private sectors in the Kingdom of Saudi Arabia. It also handles all social affairs and development programs, in line with the visions and policies adopted by the Saudi government.

To learn more about the Ministry, its sectors, and the services provided by each sector, please visit the following link: <https://www.hrsd.gov.sa/>



Portal Features



01

How to register in the Portal

The user is then directed to the page of «Login/ Create a New Account» for registering in the Social Development E-Services Portal to benefit from the services provided through the portal.

الموارد البشرية والتنمية الاجتماعية





تسجيل الدخول عبر النفاذ الوطني الموحد

عزيزنا العميل يمكنك الدخول عن طريق اسم المستخدم في منصة النفاذ الموحد لكي تستفيد من الخدمات الإلكترونية المقدمة من وزارة الموارد البشرية و التنمية الإجتماعية

الدخول مع النفاذ الوطني الموحد

أو

نظام الدخول لوزارة الموارد البشرية والتنمية الاجتماعية

رقم الهوية / الإقامة*

كلمة المرور*

نسيت كلمة المرور؟

الأسئلة الشائعة

إنشاء حساب جديد **دخول**

Alternatively, the beneficiary can also access the page of “Login/ Create a New Account” by going to the footer bar >>Link of registration in the portal >> clicking the "Register Here" link for accessing the Social Development E-Services Portal.



التسجيل في البوابة

يرجى من وزارة الموارد البشرية والتنمية الاجتماعية، على الاستفادة القصوى من الخدمات المقدمة إلى المواطنين من خلال البوابة الإلكترونية من خلال الخطوات التالية:

- تسجيل بيانات ذات صلة بزيادة أرقام هواتف التواصل الشخصية في كل فرد.
- مراجعة التاريخ من الهوية وذلك من طريق البنية التحتية مع فرق التشغيل، وذلك ما يخص كافة بوابات ومعالجة كافة الاستفسارات من الخدمات المقدمة من خلال بوابة الوزارة.
- مراجعة الأرقام من هوية المواطنين والمقيمين من طريق التسجيل أو رقم الهوية أو رقم الإقامة أو رقم الهاتف.
- التأكد من إتمام كافة الخطوات المطلوبة والقرارات التي تمت، حيثما تم تأجيلها يتم للمستخدم استكمالها كالتالي: في أي وقت.
- التأكد من إتمام كافة الخطوات على أي طلب ذاتي الصلة بطلب ومعالجة كافة القرارات التي تم تأجيلها من خلال الرسائل النصية SMS.

تضمن جميع الخدمات وفقاً لعدد من الخدمات المقدمة إلى المواطنين والمقيمين من خلال البوابة الإلكترونية من خلال البوابة الإلكترونية من خلال الخطوات والمعلومات الخاصة بالخدمة.

الخطوة 1: التسجيل في بوابة الخدمات الإلكترونية للعمل المشترك والفراد.

الخطوة 2: التسجيل في بوابة الخدمات الإلكترونية للخدمة الاجتماعية.

الخطوة 3: التأكد على اطلاع دائم بتحديث البوابة وأدائها وفقاً لما هو متاح من الخدمات والقرارات والقضايا وذلك في القائمة اليومية.



Creating a New Account

The user will be directed to the page of "signing up/ creating a new account" to fill in the required information and create a new account for the first time by:

1. Entering Account Information:

The user clicks on "Create a New Account" button from the login screen.

The user enters their National ID if they are Saudi, or their residence "Iqama" number if non-Saudi, along with their date of birth and mobile number.

The user performs the math operation shown and enters the result in the specified field.

The user declares that all provided information is correct and do relate to the user themselves; as well as further acknowledges the Ministry's right to verify this information through related government authorities and take any legal action if the information is found to be inaccurate.

The user clicks the "Register" button to complete the account creation process.

The screenshot shows a web form titled "إنشاء حساب جديد" (Create New Account). The form is in Arabic and includes the following fields and elements:

- Logo of the Ministry of Social Security and Pensions (المصروفات الاجتماعية) at the top left.
- Field for "رقم الهوية / الإقامة" (National ID / Iqama number).
- Fields for "تاريخ الميلاد" (Date of Birth) with sub-fields for "سنة" (Year), "شهر" (Month), and "يوم" (Day).
- Field for "رقم الجوال" (Mobile Number) with a pre-filled number "05XXXXXXXX".
- A field for "رمز التحقق" (Verification Code) with a "تحقق إعادة الاتصال" (Check Reconnect) button next to it.
- A green "تسجيل" (Register) button.
- An orange "رجوع" (Back) button.
- A checkbox for "أتعهد بأن كافة المعلومات المذكورة أعلاه تخصني وهي صحيحة، وللوزارة الحق في التحقق منها من الجهات الحكومية ذات العلاقة، ولها اتخاذ أي إجراء نظامي في حال لفتن لها عدم صحتها." (I guarantee that all the information mentioned above is mine and is correct, and the Ministry has the right to verify it from the relevant government authorities, and it has the right to take any system action in case it notices its inaccuracy).
- A link for "الأسئلة الشائعة" (FAQ) at the bottom left.

A temporary password is sent to the mobile number provided, and the user is required to update it upon their first login.

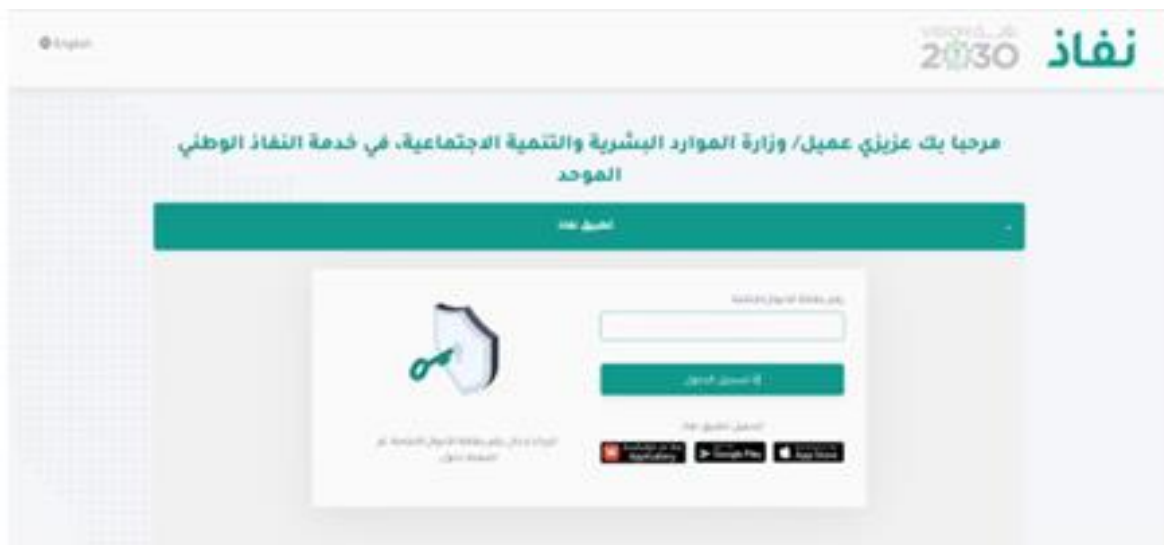
2. Logging In

The user will update their password to a new one after their first login. The system then requires the user to fill out a Data Form consist of five stages to complete the necessary information registration process for the beneficiary.

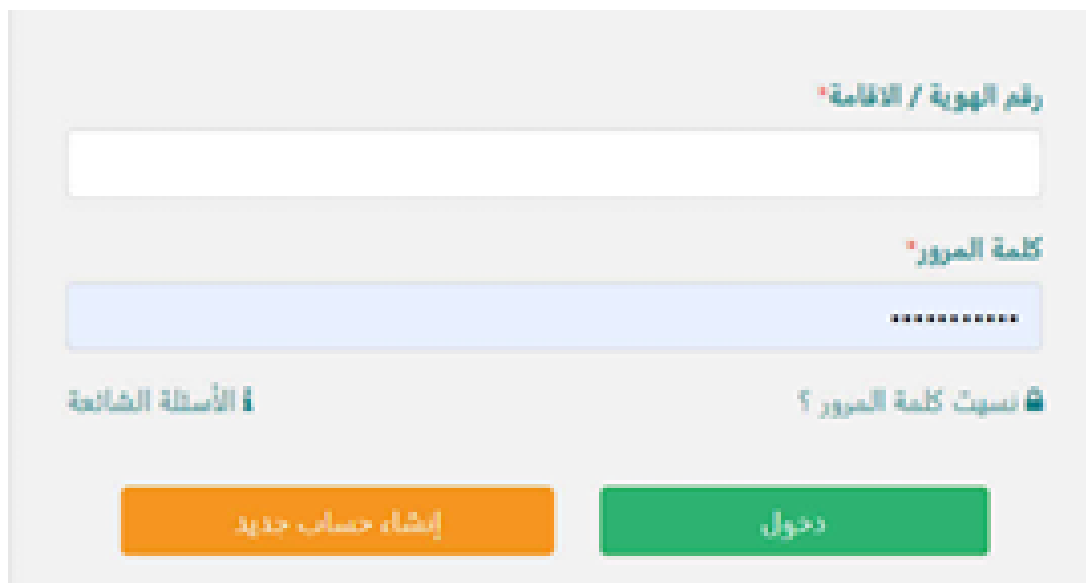
Login into the Account

The beneficiary provides the system their data and information on the «Login» page and can log in using one of the following methods:

1. Login via the Unified National Access system «NAFATH»:
The user clicks the "Login" with NAFATH" button.
After clicking, the user is directed to the Unified National Access «NAFATH» login page.
The user enters their National ID (if Saudi) or residence «Iqama» number (if non-Saudi).
The user clicks the "Log In" button.
The user confirms the verification code sent through the NAFATH application that they have previously installed.
Once the code is confirmed, the user is redirected to their personal account page on the Social Development Portal.



2. Regular Login:
The user enters their National ID (if Saudi) or residence «Iqama» number (if non-Saudi), along with their password.
The user clicks the "Log In" button to continue.



A "Mobile Verification Number" screen appears, where the system verifies the user's data by sending a verification code to their registered mobile number.



The user enters the verification code and clicks "Verify".

After confirming the code, the user is redirected to their personal account page on the Social Development Portal.


If the user has forgotten their password, they can click the "Forgot Password" link to reset it.

The user is then directed to the "Password Recovery" screen, where they: Enter their National ID (if Saudi) or residence "Iqama" number (if non-Saudi), date of birth, and mobile number.

3. Recover Password:
Click "Recover Password" for the system to verify the entered data.



The user is then redirected to the "Change Password" screen.



تغيير كلمة المرور

الكلمة الجديدة

تغير كلمة المرور

تأكيد تغيير كلمة المرور

الرجوع تحديث

The user clicks "Update," and the new password is saved in the system's database. A message confirming the successful password update is displayed.





02

How to Update Beneficiary Information in the Portal

Update Beneficiary Information in the Portal

The user can view and update all available information after logging in for the first time by clicking the "Update Information" button, which covers the following sections:

1. Personal Information

The screenshot shows the 'الملف الشخصي' (Personal Profile) page. The 'بيانات الشخصية' (Personal Data) section is active, displaying a form with the following fields:

- الاسم الأول (First Name)
- اسم العائلة (Family Name)
- الجنس (Gender)
- تاريخ الميلاد (Date of Birth)
- الجنسية (Nationality)
- نوع الجنس (Sex)
- نوع المستند (Document Type)
- رقم الهوية (ID Number)

2. Address and Contact Details

The screenshot shows the 'الملف الشخصي' (Personal Profile) page. The 'العنوان و التفاصيل' (Address and Details) section is active, displaying a form with the following fields:

- نوع العنوان (Address Type)
- العنوان (Address)
- المنطقة (District)
- البلد (Country)
- رقم الهاتف (Phone Number)
- البريد الإلكتروني (Email Address)

3. Bank Account Information

The screenshot shows the 'الملف الشخصي' (Personal Profile) page. The 'بيانات الحساب البنكي' (Bank Account Information) section is active. A yellow warning message is displayed above the form fields:

الرجاء ملاحظة التالي عند تحديث بيانات الحساب البنكي:
 1. في حالة تحديث رقم الحساب البنكي في هذه الصفحة لا يمكن استكمال الخطوات المتبقية من وراء الحوزة الجبسية بالخدمة الشخصية.
 2. عند التأكيد من أي معلومات الحساب البنكي المتغيرة يجب تحديثها في صفحة 'بيانات الحساب البنكي' وليس بهذه الصفحة.
 3. حالة التحقق من صحة رقم الحساب البنكي المتغير وذلك بتأكيد رقم الحساب البنكي المتغير في صفحة 'بيانات الحساب البنكي' لا يمكن تحديثها.
 4. يرجى تحديث رقم الحساب البنكي بعد إتمامه في حال كنت تخطط مع بداية عملية رقم الحساب البنكي.
 5. يمكن تحديث بيانات الحساب البنكي في الصفحة بعد إتمامها بصفحة 'بيانات الحساب البنكي' وهي متاحة من 08:00 إلى 24:00 بتوقيت الإمارات العربية المتحدة.
 6. يمكن تحديث رقم الحساب البنكي في الصفحة بعد إتمامها بصفحة 'بيانات الحساب البنكي' وهي متاحة من 08:00 إلى 24:00 بتوقيت الإمارات العربية المتحدة.
 7. يمكن تحديث رقم الحساب البنكي في الصفحة بعد إتمامها بصفحة 'بيانات الحساب البنكي' وهي متاحة من 08:00 إلى 24:00 بتوقيت الإمارات العربية المتحدة.
 8. يمكن تحديث رقم الحساب البنكي في الصفحة بعد إتمامها بصفحة 'بيانات الحساب البنكي' وهي متاحة من 08:00 إلى 24:00 بتوقيت الإمارات العربية المتحدة.

The form fields below the warning message are:

- رقم الحساب البنكي (Bank Account Number)
- اسم البنك (Bank Name)
- نوع الحساب البنكي (Bank Account Type)
- العنوان (Address)

4. Income Disclosure

The screenshot shows the 'الملف الشخصي' (Personal Profile) page. At the top right, there are two buttons: 'تعديل رقم الجوال' (Edit Mobile Number) and 'تعديل كلمة المرور' (Change Password). Below these are navigation tabs: 'الملف الشخصية', 'العنوان و التواصل', 'بيانات الحساب البنكي', 'الإصاحاب من الدخل', 'بيانات التطعيم', and 'بيانات الوظيفة'. The 'الإصاحاب من الدخل' (Income Declaration) tab is selected. The main content area has a heading 'بيانات الدخل' (Income Data) and a text input field with a placeholder '0'. Below the field is a red error message: 'الدخل يخص الممتلكات وليس راس المال' (Income belongs to assets, not capital).

5. Education Information

The screenshot shows the 'الملف الشخصي' (Personal Profile) page with the 'بيانات التطعيم' (Vaccination Data) tab selected. The main content area has a heading 'بيانات التعليم' (Education Data) and a text input field with a placeholder '0'. Below the field is a red error message: 'بيانات دورات الترميم أو الترميم غير موجودة' (Restoration or renovation course data is not present).

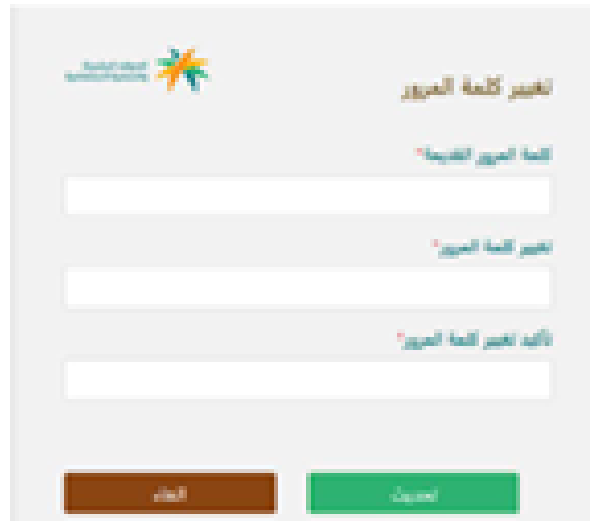
6. Employment Information

The screenshot shows the 'الملف الشخصي' (Personal Profile) page with the 'بيانات الوظيفة' (Job Data) tab selected. The main content area has a heading 'بيانات الوظيفة' (Job Data) and a text input field with a placeholder '0'. Below the field is a red error message: 'المعلومات المطلوبة' (Required information).

7. Mobile Number

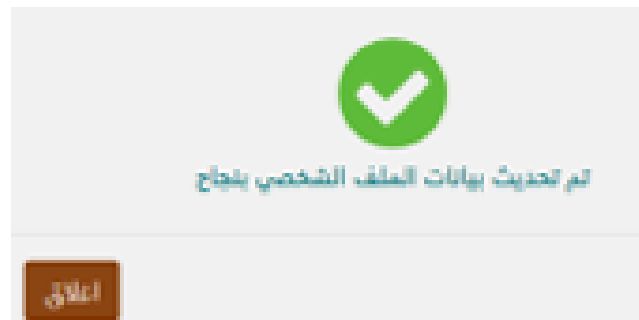
The screenshot shows the 'تعديل رقم الجوال' (Edit Mobile Number) form. It has a heading 'تعديل رقم الجوال' and a logo for 'البنك السعودي للتأمين والتأمينات'. The form contains three input fields: 'رقم الجوال' (Mobile Number) with a placeholder '01000000000', 'أحد رقم الجوال' (Another Mobile Number) with a placeholder '01000000000', and 'رقم الضريبة الحسابية' (Tax Account Number) with a placeholder '7 + 8'. At the bottom, there are two buttons: 'الرجوع' (Back) and 'حفظ' (Save).

8. Password



The screenshot shows a web form titled "تغيير كلمة المرور" (Change Password). It features three input fields for password entry, each with a red asterisk indicating a required field. The labels for the fields are "كلمة المرور القديمة" (Old Password), "تغير كلمة المرور" (New Password), and "تأكيد تغيير كلمة المرور" (Confirm New Password). At the bottom of the form, there are two buttons: a brown "الرجوع" (Back) button and a green "تحديث" (Update) button. The top left corner contains the logo of the National Society for Human Rights.

Once updated, a confirmation message is displayed indicating the profile has been successfully updated.



The user is then redirected to the main page of the personal account.



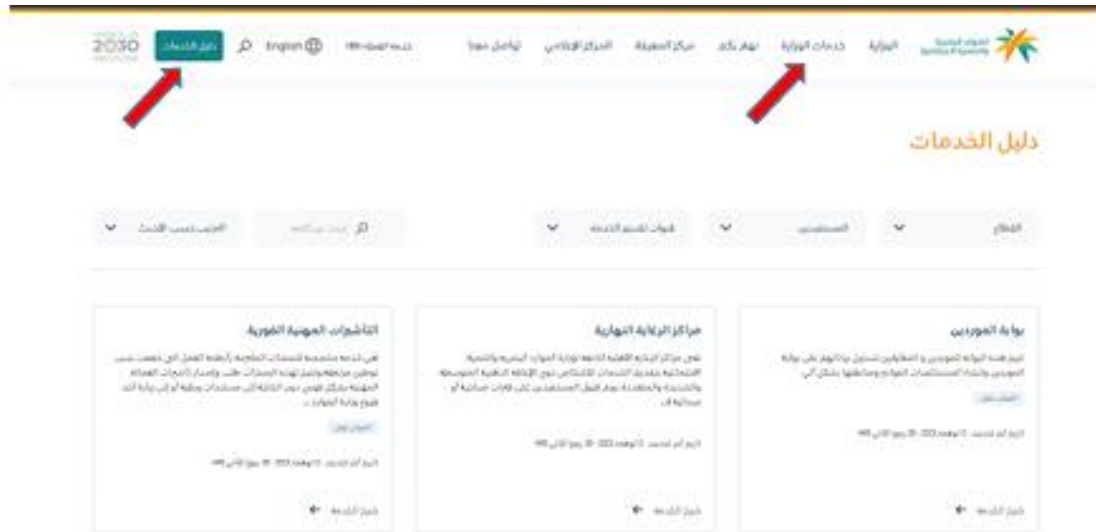
03

Explanation of the Portal's Features and Functions

Explanation of the Portal's Features

The E-Services Portal for the Social Development Sector serves as the main channel for delivering social development services. It aims to provide social support and protection to vulnerable families and groups, including orphans and people with disabilities, and offers financial support to beneficiaries of social insurance pensions. The portal has been developed using the latest technologies and highest standards to provide an exceptional experience for beneficiaries.

The portal offers a variety of e-services that can be accessed and displayed by clicking the "Services Guide" link or through the Ministry's website >> Ministry Services >> Services Guide link.



Beneficiaries can view the introductory content for each service in the services guide. The service introduction page displays the service name, details, description, conditions, required documents, steps for applying, and frequently asked questions from other beneficiaries.

Beneficiaries can also inquire about certain services that require follow-up.

Additionally, beneficiaries can download the general portal guide or the specific service guide they are displaying and reviewing.



Beneficiaries can also contact customer service representatives to inquire about their questions or file complaints, as the portal provides contact information for this purpose.

Beneficiaries can evaluate the service descriptions on the portal based on the following:

The availability of information on the platform ease of accessing the service satisfaction with the provided service ease of using the platform, etc.

And these can also be accessed through the portal:





04

How to Access the Beneficiary Profile and View Their Data

Access the Beneficiary Profile and View Their Data

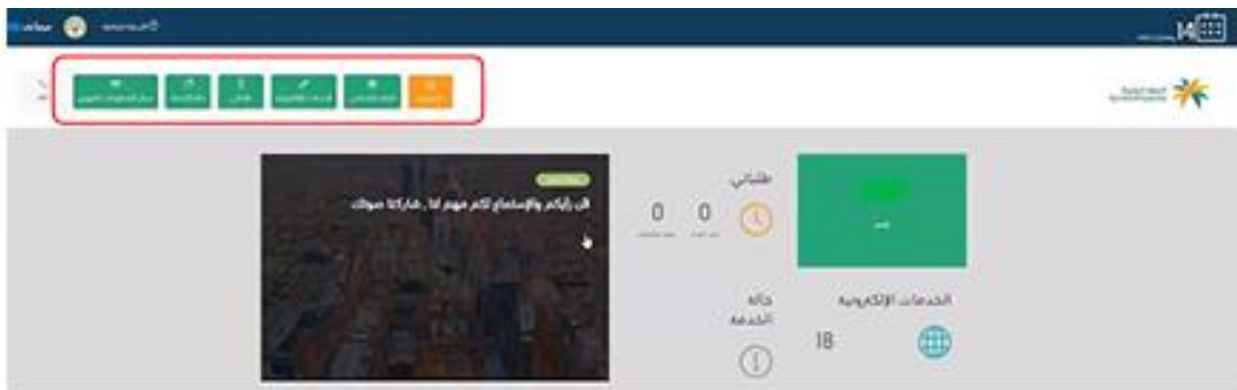
Beneficiaries can access their profile and view their personal data after logging in and updating their information.

The beneficiary clicks on the "Beneficiary" icon at the top of the page and then selects the profile, after which the system displays the main screen.



Through the account control panel, the beneficiary can:

1. View the home page.
2. Navigate to the personal profile to view/update personal data
3. Access the e-services page to view or request services
4. Go to the "My Requests" page to track the status of all submitted requests and the services granted to the beneficiary. They can also check the status of a specific service request.
5. Navigate to the "Monthly Payment History" page to view their payment sequence.





05

Mechanism for Receiving Alerts and Notifications Through the Portal

Receiving Alerts and Notifications Through the Portal

Notifications and alerts, that the beneficiary shall view once login into their account, are displayed on the main page.

Notifications specific to each service are also displayed.

Notifications and alerts will not disappear until the beneficiary confirms that they have viewed and read them.



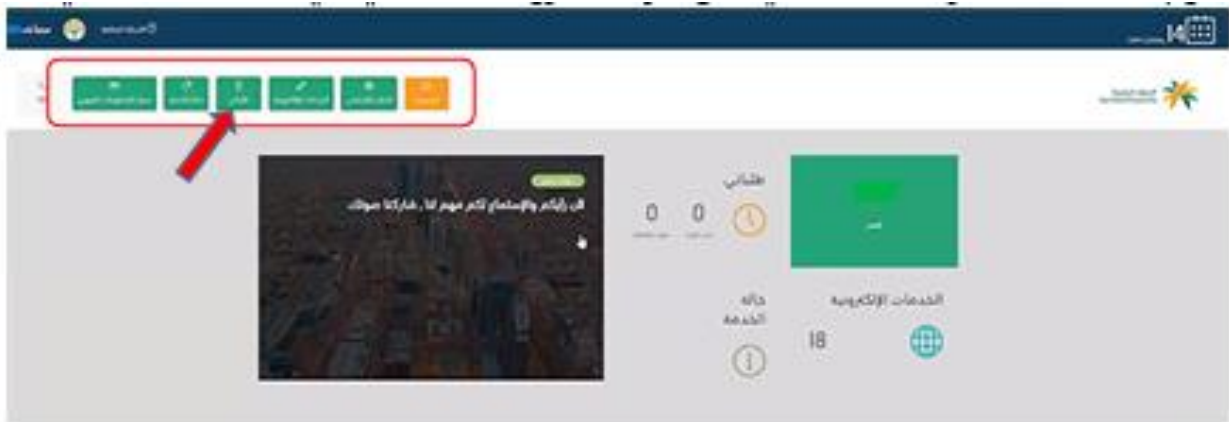


06

How to Access Previous Requests in the Portal

Access Previous Requests in the Portal

After logging in, the beneficiary is redirected to the main page of their personal account. The beneficiary clicks on "My Requests" from the internal header bar of the account.

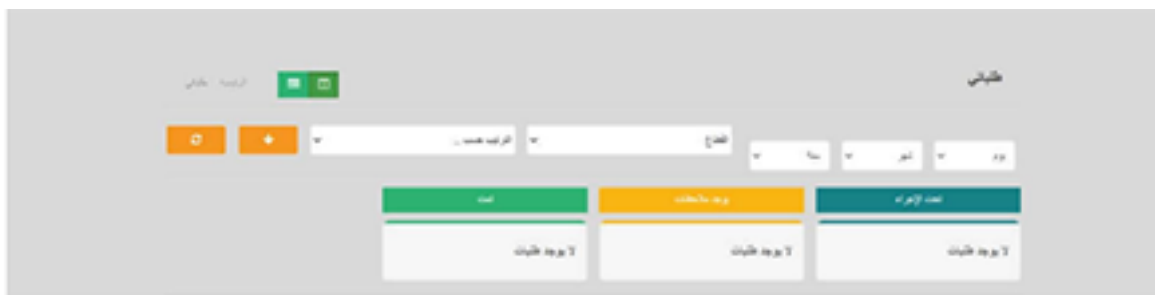


The system displays the requests page, which includes the request number, status, and type.



Beneficiaries can filter their requests by:

1. Date of submission
2. Dropdown list (sector), which indicates the service provider and the department handling the request
3. Dropdown list (classification as to—), which sorts requests by type, date, or status.



Beneficiaries can also track the status of a specific service by accessing the service and inquiring about the status of all related requests, which will then be displayed.



07

Guidelines and Warning Messages for Incorrect Data Entry

Warning Messages for Incorrect Data Entry

The portal provides guidance messages or expected errors to alert users about the need to enter data that complies with quality standards.

For example:

When recovering a password, the following warning message is displayed:

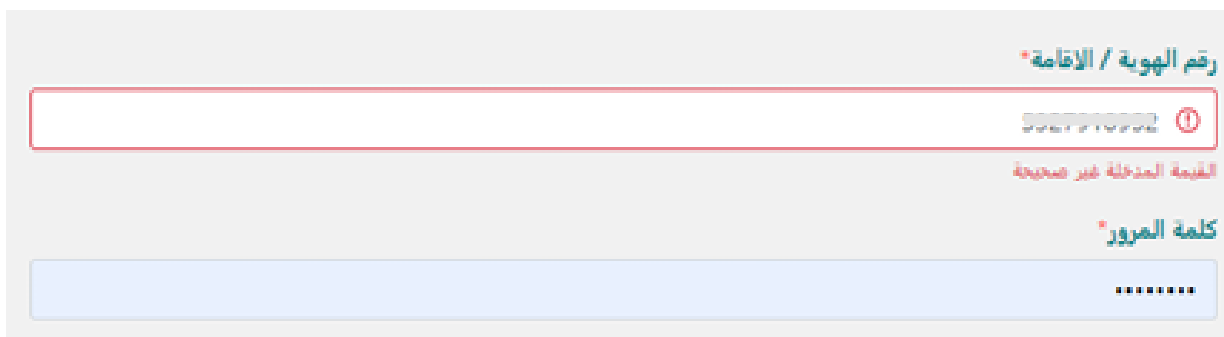


The screenshot shows a web form titled "إستعادة كلمة المرور" (Reset Password). It includes a logo for "الهيئة العامة للغذاء والدواء" (Saudi Food & Drug Administration) and a header instruction: "الرجاء إكمال الحقول للحصول على كلمة مرور جديدة" (Please complete the fields to get a new password). The form contains several input fields with red warning icons and messages:

- Three date fields (Year, Month, Day) with the label "تاريخ الميلاد" (Date of Birth) and the message "هذا الحقل مطلوب" (This field is required).
- A field for "رقم الهوية / الإقامة" (ID/Residence Number) with the value "1152819015".
- A field for "رقم الجوال" (Mobile Number) with the value "0520000000" and the message "هذا الحقل مطلوب" (This field is required).

At the bottom, there are two buttons: "إيقاف" (Stop) in orange and "إستعادة" (Reset) in green.

When incorrect data is entered, the following error message is displayed:



The screenshot shows a close-up of the "رقم الهوية / الإقامة" (ID/Residence Number) field. The field contains "000000000" and has a red warning icon. Below the field, the error message "القيمة المدخلة غير صحيحة" (Entered value is incorrect) is displayed. Below this, the "كلمة المرور" (Password) field is visible, containing "*****".



08

Displaying a Summary of Entered Data Before Submitting Requests

Displaying a Summary of Entered Data Before Submitting Requests

The portal provides a summary of the entered data before submitting any requests to ensure the information is correct and reviewed properly.

For example:

Displaying the request data for the Disability Support Service.

The screenshot shows the 'خدمة تنظيم الإعاقة' (Disability Support Service) portal. At the top, there is a navigation bar with the title 'الرئيسية / الخدمات الإلكترونية / خدمة تنظيم الإعاقة' and the service name 'خدمة تنظيم الإعاقة'. Below the navigation bar is a horizontal menu with five items: 'الرئيسية', 'الإجراءات', 'البيانات الإحصائية', 'القرارات', and 'بيانات الإعاقة'. The 'الرئيسية' item is highlighted in green. Below the menu is a form titled 'تقديم الطلب' (Request Submission). The form contains a table with the following data:

خطة الترخيص	نوع الإعاقة	عدد الطلبات	اسم الطلب
		MS 1.00	[Redacted]

At the bottom of the form, there is a green button labeled 'تقديم الطلب' (Submit Request) and a grey button labeled 'التالي >' (Next).

Displaying the beneficiary's data in the Traffic Facilitation Service for people with disabilities.

The screenshot shows the 'خدمة التسهيلات المرورية' (Traffic Facilitation Service) portal. At the top, there is a navigation bar with the title 'الرئيسية / الخدمات الإلكترونية / خدمة التسهيلات المرورية' and the service name 'خدمة التسهيلات المرورية'. Below the navigation bar is a form titled 'معلومات بطاقة المستفيد' (Beneficiary Card Information). The form contains the following data:

الاسم	رقم الهوية
[Redacted]	[Redacted]
الجنسية	تاريخ الميلاد
[Redacted]	[Redacted]

At the bottom of the form, there is a grey button labeled 'الرجوع <' (Back).



09

Receiving a Notification Upon Successful Submission of Requests

Receiving a Notification Upon Successful Submission of Requests

The E-Services Portal for the Social Development Sector displays a notification confirming the successful submission of requests regarding all the services on the portal.



تم إرسال طلبك بنجاح





10

Dashboards and Other Features

Dashboards and Other Features

The portal facilitates the display of key information for the user.

For example:

The main page of the personal account



The monthly payment history

