



Human Resources and  
Social Development

# **User Guide**

# **Service for Updating**

# **Guardian for a Disabled**

**May 5, 2025**



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# Introduction

## The service purpose

The Service for updating the guardian for a disabled person information is one of the electronic services provided by the Social Development Sector under the Ministry of Human Resources and Social Development, targeting beneficiaries with disabilities.

This service enables registered users on the Care Platform to submit an electronic request to update the guardian information (the legal guardian of the beneficiary with a disability). The purpose of this update is to allow the guardian to receive financial support and benefits associated with the beneficiary after completing all required verification procedures.

The following terms must be met to be eligible for the service:

- The guardian's ID must be valid.
- The guardian must have an active account in a local bank.
- The guardian must attach the guardianship deed, reconciliation document, or custody order.
- For exceptional cases, the person with a disability under custody must be either:
  - Under 18 years of age, or
  - A person with a moderate or severe intellectual disability.

## Login

To log in, go to one of the following links:

<https://eservices.mlsd.gov.sa/#/login> or <https://sso.hrsd.gov.sa/login>

Log in through the National Single Sign-In (Nafath) system, or enter your ID number or residence number along with your password, then click Login.



الموارد البشرية والتنمية الاجتماعية

NIC  
مركز المعلومات الوطني  
National Information Center

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 والتنمية الاجتماعية

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

## Create a New Account

To register for the first time, go to the following link:

<https://sso.hrsd.gov.sa/register>

Enter your ID or residence number, date of birth (in Hijri months), and mobile number, then click "Create Account".

The screenshot shows a registration form titled "إنشاء حساب جديد" (Create New Account) on the HRSD SSO portal. The form includes the following fields and elements:

- رقم الهوية / الإقامة\*** (National ID / Residence Number): A text input field.
- تاريخ الميلاد\*** (Date of Birth): Three dropdown menus for "يوم" (Day), "شهر" (Month), and "سنة" (Year).
- رقم الجوال\*** (Mobile Number): A text input field with the placeholder "0500000000".
- تأكيد رقم الجوال** (Confirm Mobile Number): A text input field with the placeholder "تأكيد رقم الجوال".
- رمز التحقق\*** (Verification Code): A text input field with a "تحقق إعادة الاتصال" (Check Reconnect) button next to it.
- أنا متأكد من أن كافة المعلومات المذكورة أعلاه تخصني وهي صحيحة، وللوزارة الحق في التحقق منها من الجهات الحكومية ذات العلاقة، ولها اتخاذ أي إجراء نظامي في حال نشأ لها عدم صحتها.\*** (I am sure that all the information mentioned above is mine and is correct, and the Ministry has the right to verify it from the relevant government entities, and it has the right to take any system action in case it arises for her. \*): A checkbox.
- زر "رجوع"** (Return Button): An orange button.
- زر "تسجيل"** (Register Button): A green button.
- الأسئلة الشائعة** (FAQ): A link at the bottom left.

02.

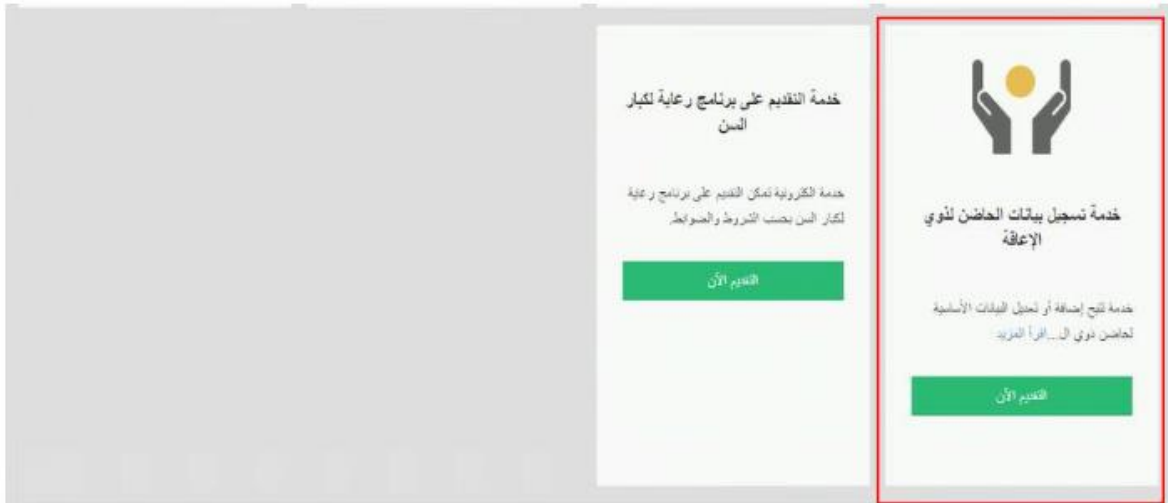
Service for Updating Guardian for a Disabled Person Information

## Phase I: Accessing the Service

To access the service, go to the following link:

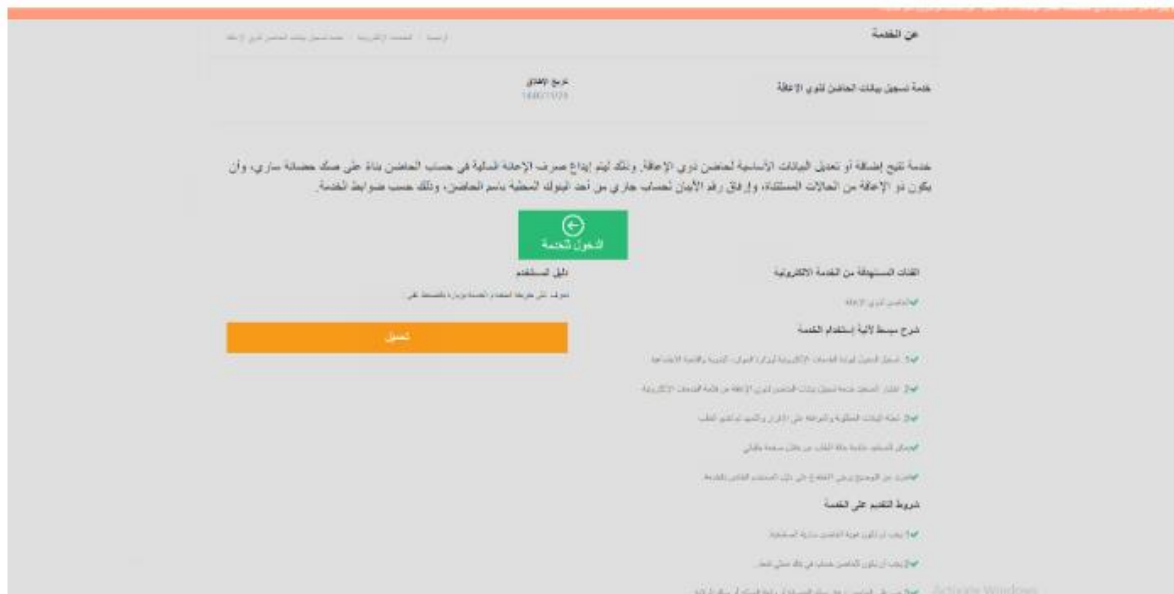
[https://eservices.mlsd.gov.sa/#/home/e\\_ServicesHome](https://eservices.mlsd.gov.sa/#/home/e_ServicesHome)

Then click "Apply Now".



After logging in, a brief introduction about the service will appear.

To proceed with the application, click the **Access to Service** button.



## Phase 2: Guardian (Applicant) Information

The system will display the guardian's (applicant's) information. The guardian can also select their preferred branch within their region to review the application. Then, click the **Next** button to continue.

الرئيسية / الخدمات الإلكترونية / خدمة تسجيل بيانات الحاضن لذوي الإعاقة

خدمة تسجيل بيانات الحاضن لذوي الإعاقة

بيانات الحاضن

بيانات المستفيد

بيانات عمدة المنطقة

الإقرار والتعهد

مخصص الطاب

الاسم

رقم الهوية

تاريخ الميلاد

رقم جواز الحاضن

رقم الحساب البنكي (البيان)

الفرع المفضل للمراجعة \*

اختر...

التالي <

Activate Windows  
Go to System in Control Panel to activate Windows.

### Phase 3: The Disabled Person Information (In Custody)

Provide the system with the ID number and date of birth of the disabled person in custody, whether you wish to add or remove them from care. Then, click the **Next** button to continue.

The screenshot shows a web application interface for managing disabled person information. At the top, there is a navigation bar with the text "الرئيسية / الخدمات الإلكترونية / خدمة تسجيل بيانات الحاضن لذوي الإعاقة" on the left and "خدمة تسجيل بيانات الحاضن لذوي الإعاقة" on the right. Below the navigation bar is a horizontal menu with five items: "مخصص الكفيل", "الإقرار والتعهد", "بيانات صلة العضوية", "بيانات الحاضن" (highlighted in green), and "بيانات الحاضن". Below the menu is a form titled "بيانات الحاضن" with two input fields: "رقم الهوية" (ID Number) and "تاريخ الميلاد" (Date of Birth). The "تاريخ الميلاد" field is a date picker. Below the form are two buttons: "التالي <" (Next) and "> السابق" (Previous). At the bottom right, there is a watermark for "Activate Windows" with the text "Go to System in Control Panel to activate Windows".



## Phase 5: Acknowledgement, Undertaking, and Application Submission

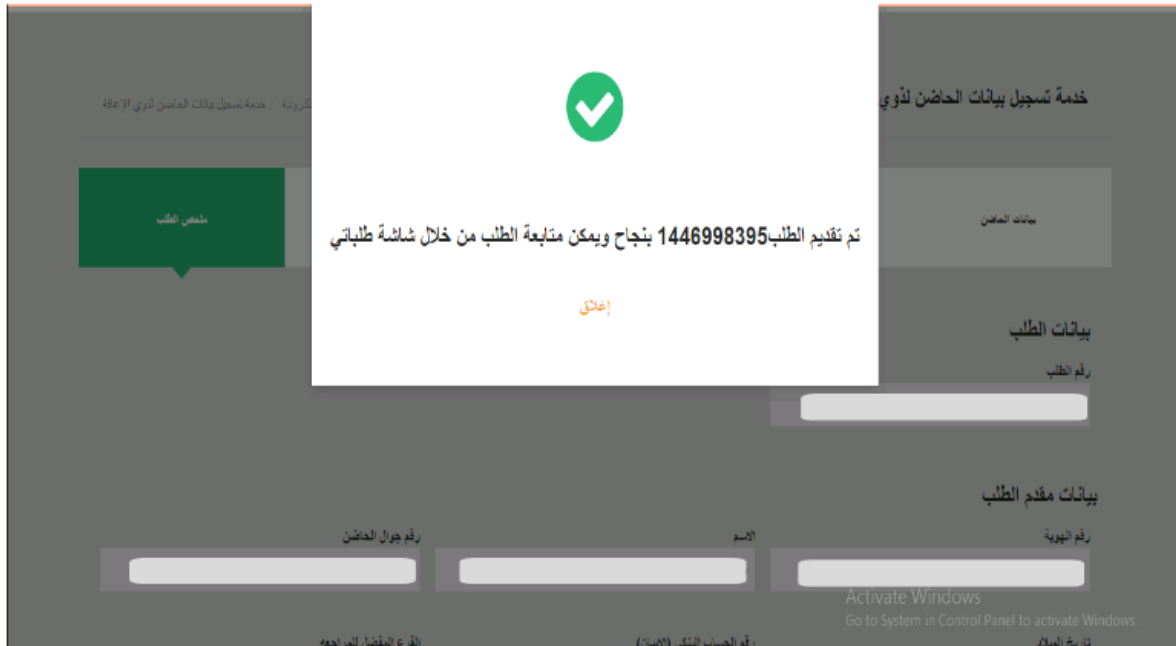
Acknowledge and agree to the terms and confirm the accuracy of the entered information.

Then, click the **Submit Application** button to complete the submission process for review by the authorized employee.

The screenshot shows a web form titled "خدمة تسجيل بيانات الحاضن لذوي الإعاقة" (Service Registration for Disabled Employees). The breadcrumb trail is "الرئيسية / الخدمات الإلكترونية / خدمة تسجيل بيانات الحاضن لذوي الإعاقة". The form has a progress bar with five steps: "ملخص الطلب" (Request Summary), "الإقرار والتعهد" (Acknowledgment and Undertaking - highlighted in green), "بيانات هيك المنظمة" (Organization Structure Data), "بيانات المستفيد" (Beneficiary Data), and "بيانات الحاضن" (Employee Data). Below the progress bar, there is a text box with the following text: "أتعهد بأن جميع المعلومات المقدمة في هذا الطلب صحيحة ودقيقة، وأنحمل كامل المسؤولية القانونية في حال تبوت خلاف ذلك." (I undertake that all information provided in this request is correct and accurate, and I will bear full legal responsibility in case of any discrepancy). To the right of this text is a checked checkbox labeled "أتمتد وأقر بما سبق" (I have completed and approved the above). At the bottom left, there is an orange button labeled "تقديم الطلب" (Submit Request) with an envelope icon. At the bottom right, there is a grey button labeled "السابق" (Previous) with a right arrow icon. At the very bottom right, there is a watermark for "Activate Windows" with the text "Go to System in Control Panel to activate Windows."

## Final Phase: Application Summary

After clicking the “**Submit Application**” button and successfully sending the request, a pop-up window will appear displaying the application number. An overview of the submitted application will also be shown for review and confirmation.



03

Track the Application in “My Requests”

## Track the Application in “My Requests”

You can track your application by going to the **My Requests** page, which includes the application number, date, and current status.

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سجل المدفوعات الشهري

حالة الخدمة

مطلبي

الخدمات الإلكترونية

الملف الشخصي

الرئيسية

طلباتي

الترتيب حسب

القطاع

تاريخ

شهر

يوم

| الطلب  | تاريخ التسجيل | الحالة        |
|--|---------------|---------------|
| خدمة إعفاء رسوم التأشيرات لدى الإعاقة<br>تقديم لسانو خاص   | لا يوجد طلبات | لا يوجد طلبات |
| رقم الطلب: 1440396839<br>تاريخ التقديم: 1440/6/10/1<br>المراسلة:<br>الرد:<br>اضغط هنا لعرض التأييد |               |               |
| خدمة إعفاء رسوم التأشيرات لدى الإعاقة<br>الرد:<br>اضغط هنا لعرض التأييد                            |               |               |
| رقم الطلب: 1440396839  |               |               |

04

Track the Application in Notifications

## Track the Application in Notifications

You can track your application by going to the **Notifications** page through the header bar located on the main screen.

