

# Tawakkalna App

وَعَلَى اللَّهِ فَلْيَتَوَكَّلِ الْمُتَوَكِّلُونَ

User manual (2.5)

# Index

▶ <b>About</b>	03
▶ <b>Registration</b>	04
▶ <b>Main Screens</b>	10
▷ Home	12
▷ Digital Identities	21
▷ Services	23
▷ Dashboard	60
▷ My Profile	71

## About Tawakkalna

Following in the footsteps of the Saudi government in ensuring the safety of all citizens and residents, Saudi Data and AI Authority (SDAIA) developed Tawakkalna app; to help governmental entities containing COVID-19.

The main goal of Tawakkalna's uponlaunching was to issues an online permit during the lockdown for public and private sectors' employees, as well as individuals, in cooperation with the Ministry of Health and other governmental entities that helped containing the virus.

Now with life returning to normal, the app reinforces the preventative measures for individuals, public and private sector, by providing them with multiple e-services



# Registration

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Tawakkalna



## ▼ Registration

You can register in Tawakkalna app in two ways:

- **A citizen or resident unregistered in Absher**

If you are not registered in Absher, you will need a recommendation from a registered user through the (Mobile Number Verification for Tawakkalna) service on the Absher platform, here's how:

1. Login to your Absher account
2. Select Individuals
3. Click Services
4. Select Services
5. click on General Services
6. Click Register a Mobile Number for Tawakkalna
7. Fill in the mandatory fields
  - ID number
  - Date of Birth
  - Phone number
8. When the verification process is completed, you will receive an SMS stating that you are now able to register in Tawakkalna
9. The recommender will receive an SMS on their Absher registered phone, containing a verification code to complete the Tawakkalna registration process.

## ● Registered in Absher

1. Download Tawakkalna
2. Click 'Sign up'



3. Click "Citizen/Resident"

4. Fill-in the required info

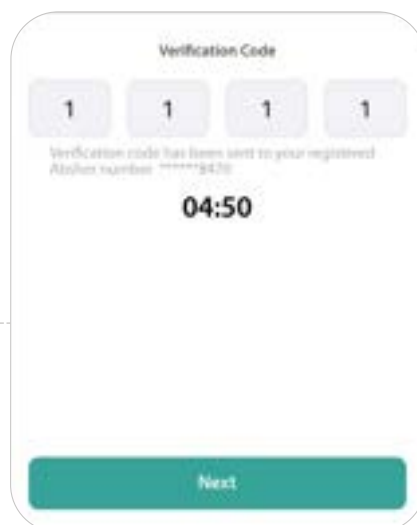
- National/Iqama Number

- Date of Birth

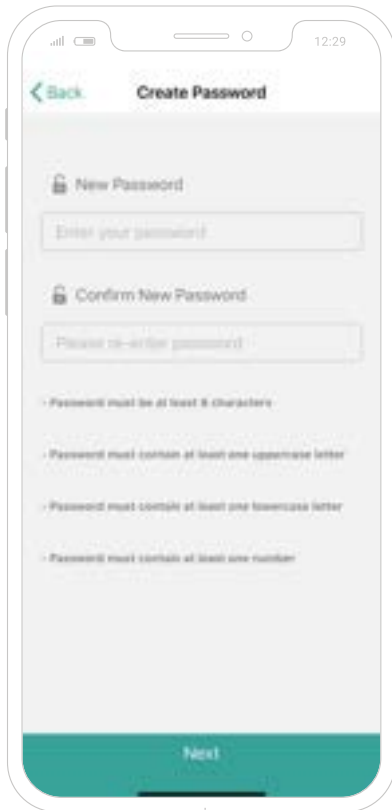
- Read and agree to the terms of use and privacy policy

5. Click "Next"

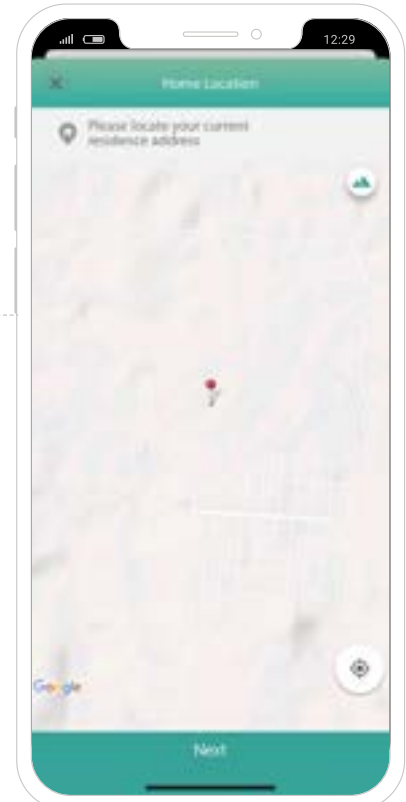
6. You will receive a verification code on your Absher registered phone number



## 7. Create a password that has:



- ✔ More than 8 characters
- ✔ At least one number
- ✔ At least one lower case letter
- ✔ At least one upper case letter



## 8. Allow the app to access your location

## 9. Select your home location on the map



## 10.Fill the Covid-19 health survey

- All dependents registered under your name in Absher will appear on a list, select the ones living in your home (family or workers)

### ● Signing up (visitor\GCC citizen)

1. Select the registration type (Visitor\GCC citizen)
- 2.Fill in the required information
  - Passport\GCC ID number
  - Nationality
  - Date of birth
  - Phone number
- 3.Agree to the terms of use and privacy policy
- 4.Click Next
- 5.Enter the verification code sent to you via SMS
- 6.Enter a password and confirm it





- **Resetting your password**

This feature allows users to **reset their password**:

- **Select user type**
- Fill in the required information
- Click next
- Enter the verification code sent to your phone
- Enter your new password and confirm it
- Click Next

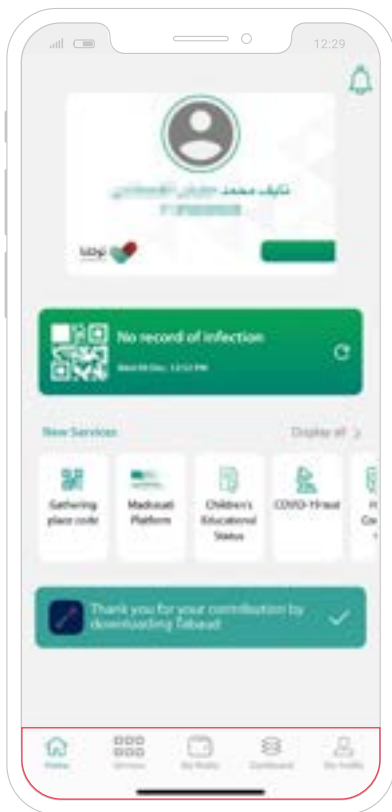


# Main screens



## ▼ Main screens

The app has Five main icons that appear on the bottom bar, to allow users to access all services:



 Home

 Services

 Digital Identities

 Dashboard

 My Profile



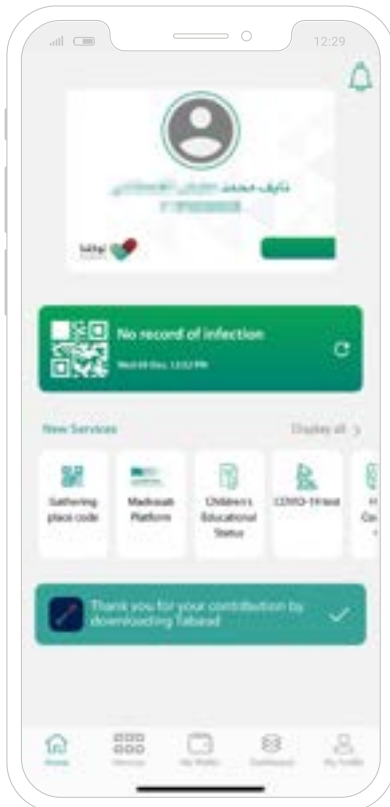
# Home

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## ▼ Home

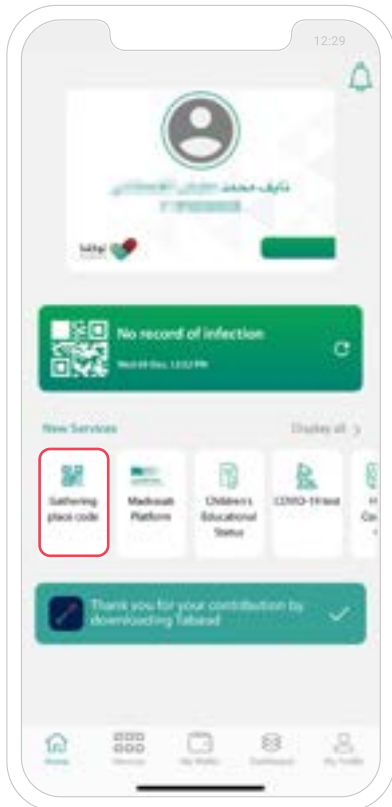
Users can:



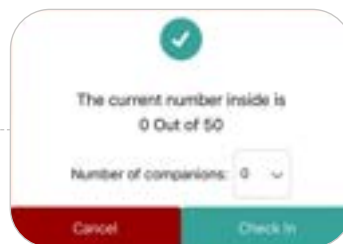
- Access Personal Information
- Access permit status
- Access new services
- Check if Tabaud app is downloaded
- Preview current permits
- Preview the health condition via coded colors
- Notifications

## ● Check in to a gathering

This feature allows users to check if they can access a gathering by scanning the QR code:

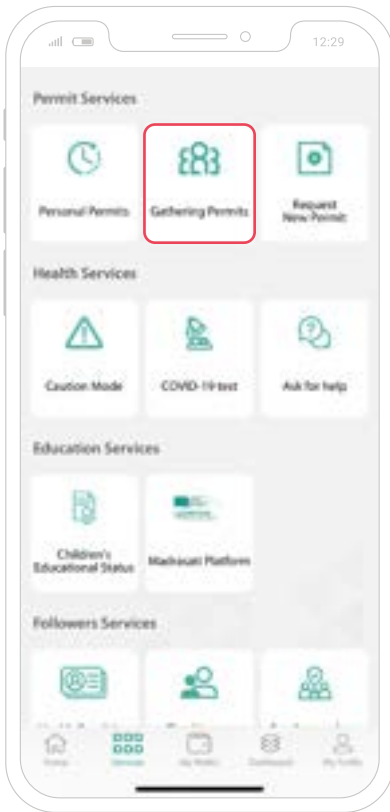


- From the Home screen
- Under New Services
- Select **"Read gathering place code"**
- Scan the QR code
- Select the number of people with you
- Click Check In

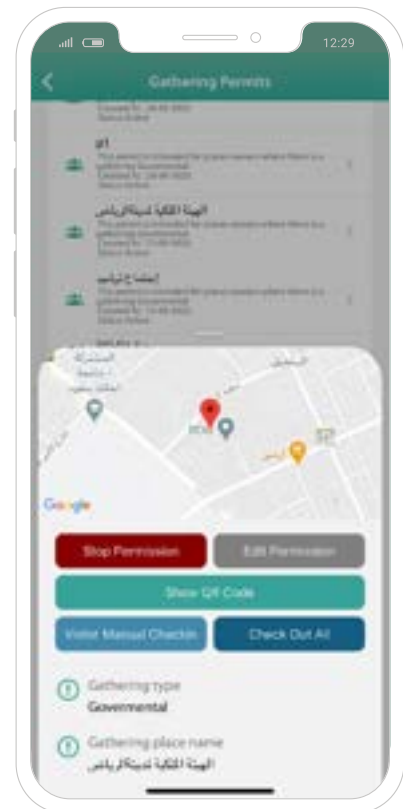
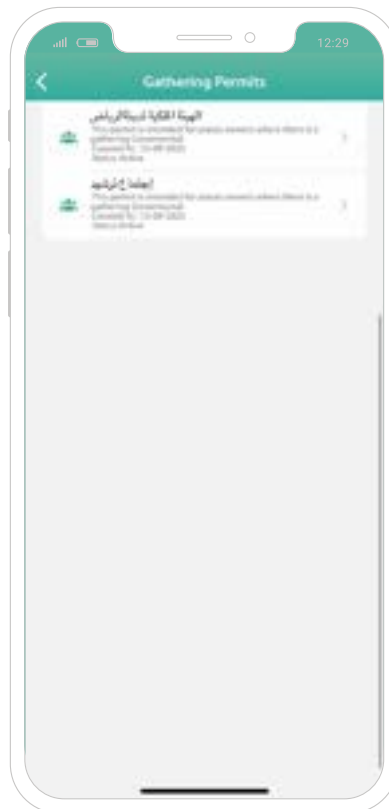


## ● Preview Gathering Entry Permit

This feature allows users to **preview their Gathering Entry Permit**:

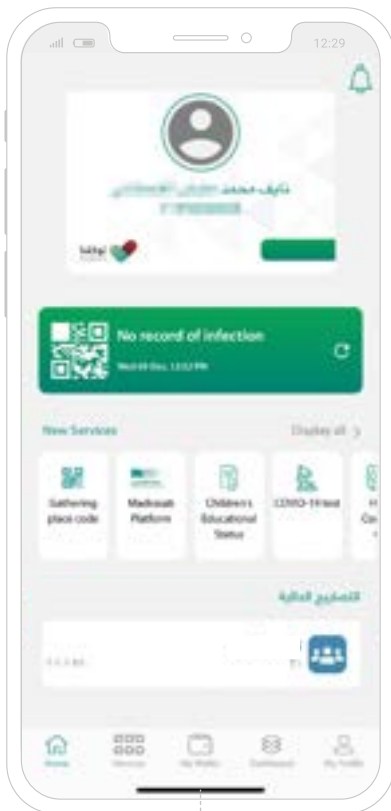


- On the Home screen
- Go to Services
- Under Permit Services
- Select Gathering Permits
- You can preview your permits' information

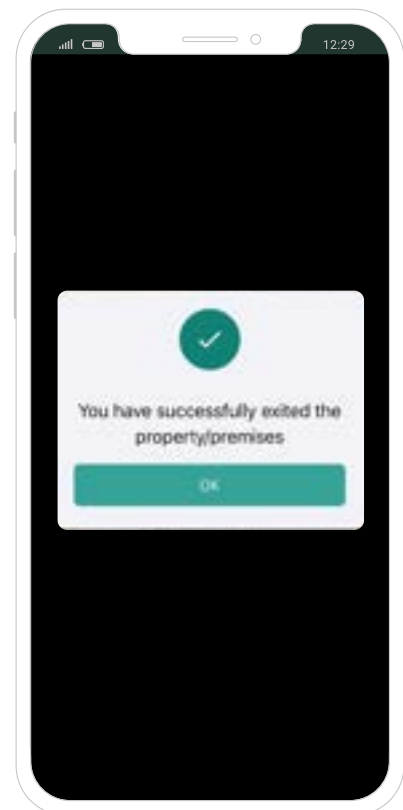


## ● Check-out from a Gathering

This feature allows users and guests to sign-out from a gathering

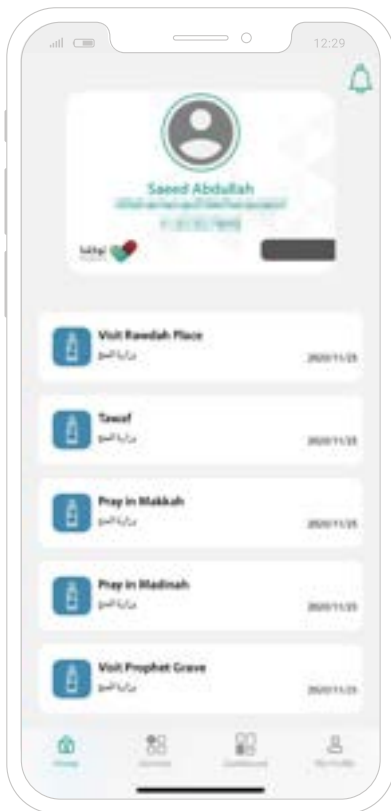


- On the Home screen
- Under current Permissions
- Open the permit
- Click Check Out
- Scan the QR code
- You have been successfully checked out



## ● Preview Eatmarna permits

This feature allows users to **preview their Eatmarna issued permits on the Home screen**:



- Umrah permit
- Praying in the Two Holy Mosques permit
- Performing Tawaf permit
- Praying in the Rawdah permit
- Visiting the Prophet's Tomb permit



## ● Check if Tabaud app is downloaded

This feature allows the user to check if Tabaud app is downloaded:

- You can check if the app is downloaded from the Home screen
- If the app is downloaded a message in green will appear "Thank you for your contribution by downloading Tabaud"



- If the app is not installed, a message in red will appear "Download Tabaud for your safety and the safety of your loved ones"

## ● Health condition via the coded colors

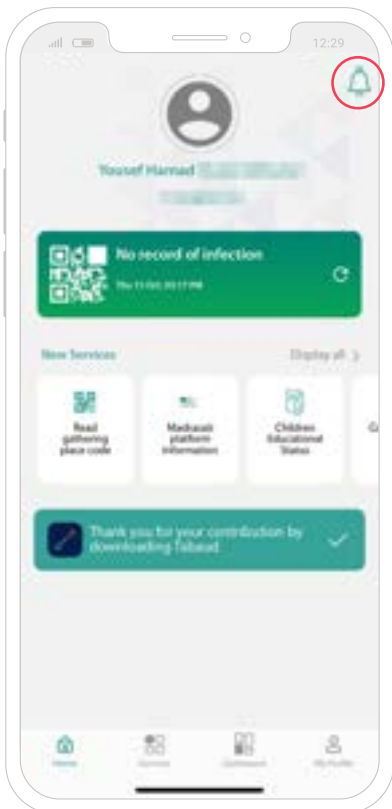


This feature allows users to check their health condition via coded colors on the Home screen:

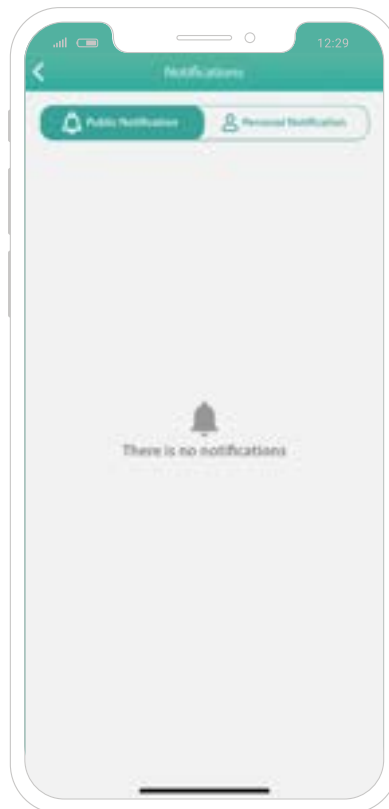
- On the Home page
- Click on **Health condition card**
- Your **Health condition card will appear**

## ● Notifications

This feature allows users to **preview their personal and general alerts:**



- On the Home screen
- Click on the bell icon at the top of the screen
- Choose Public Notifications or Personal Notifications
- Your notifications will be displayed



## ● Digital ID

This feature allows users to **preview their national ID or Iqama on Tawakkalna's Home screen**



- You can view the digital ID at the top of the Home screen
- Click on the Digital ID to view it on full screen
- Click the X at the top of the screen to exit full screen



# Digital Identities

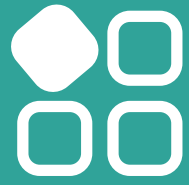
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Tawakkalna



## ♥ Digital Identities

This feature allows users to preview their official documentations electronically, e.g, National ID, Iqama, vehicle registrations, and driving licenses.





# Services



## ▼ Services

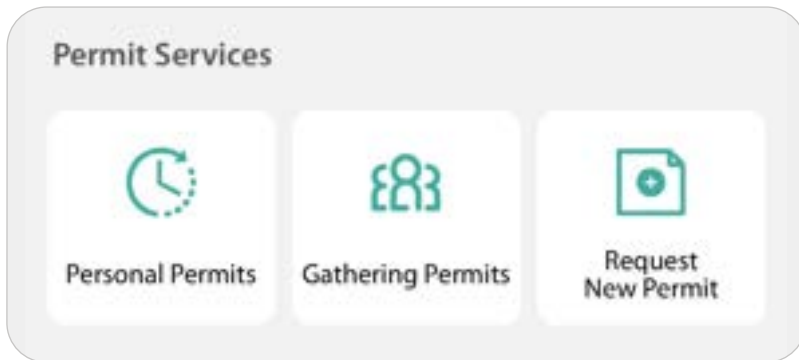
Users can access:



- **Permit Services**
- **Health Services**
- **Education Services**
- **Followers Services**
- **Violation Services**

## Permit Services

Users can:



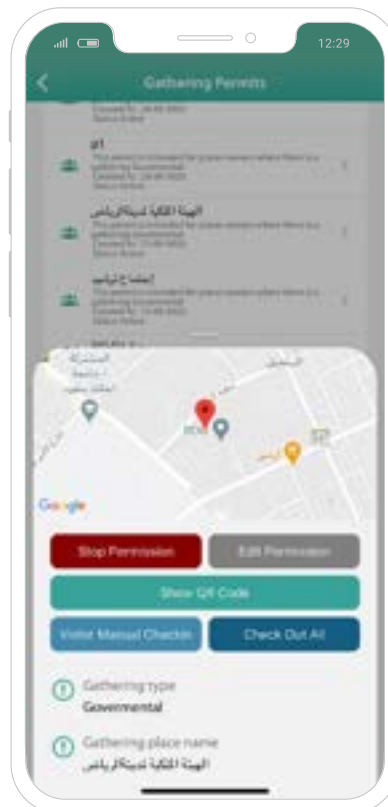
- Preview personal permits
- Preview and manage gathering permits
- Request a new permit

## ● Gathering Permits

This feature allows users to **preview a gathering permit's details and manage it**:



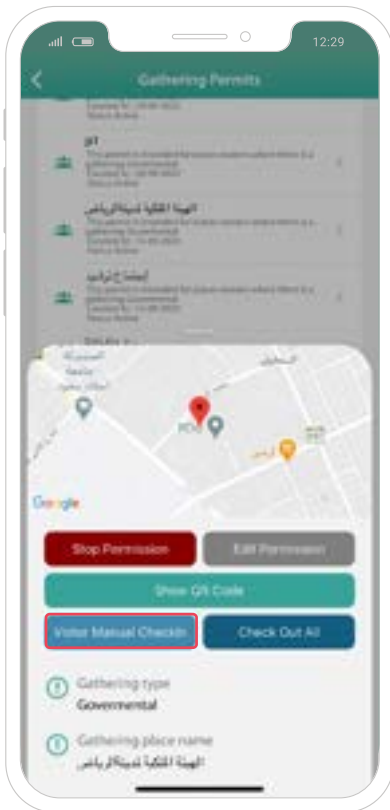
- On the Services screen
- Under Permit Services
- Click on **Gathering Permits**
- Select the **Gathering Permit**
- The permit information will appear, **you will be able to**:



- **Preview** the permit details
- **Stop** the permit
- **Edit** the permit
- **Preview** the **QR code** and share it
- **Check-in** guests manually
- **Check-out** all guest

## ● Visitor manual check-in

This feature allows the user to **check-in guests manually**:

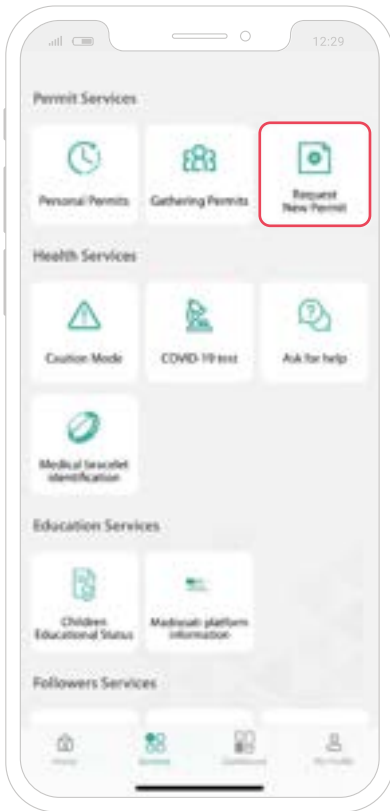


- On the **Services** screen
- Under **Permit Services**
- Click on **Gathering Permits**
- Select the permit
- Select **Guest Manual Check-in**
- Scan guest **QR codes**

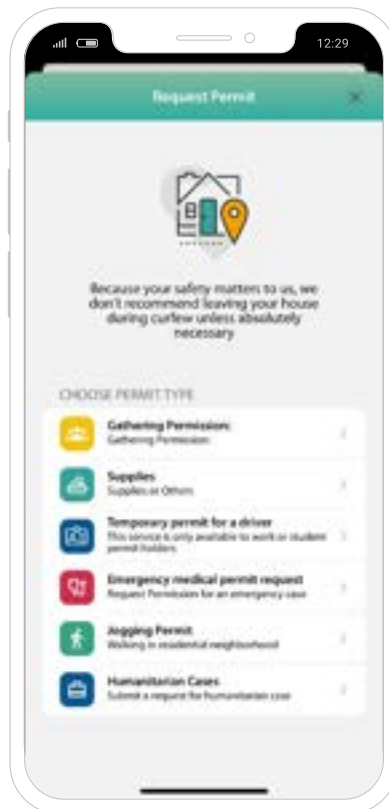


● **Request a new permit**

This feature allows users to **request any of the following permits:**

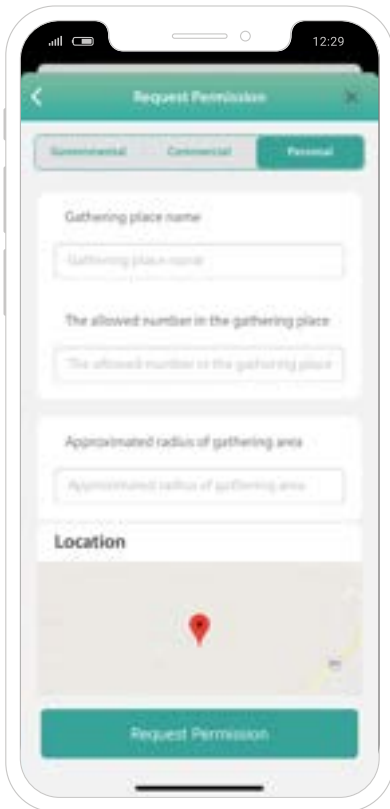


- **Gathering permit**
- **Supplies permit**
- **Temporary permit for a driver**
- **Emergency medical permit**
- **Jogging permit**
- **Humanitarian case permit**



## ● Gathering Permit

This feature allows users to **request a gathering permit**:



- On the Services screen
- Under Permit Services
- Select Request a new permit
- Click on **Gathering permit**
- Select **gathering type**
  - Governmental
  - Commercial
  - Personal
- Fill in the mandatory fields
- Click on **Request permission**
- The permit will be issued and **“activated”**

## ● Supplies Permit

This feature allows users to **get their necessary supplies:**

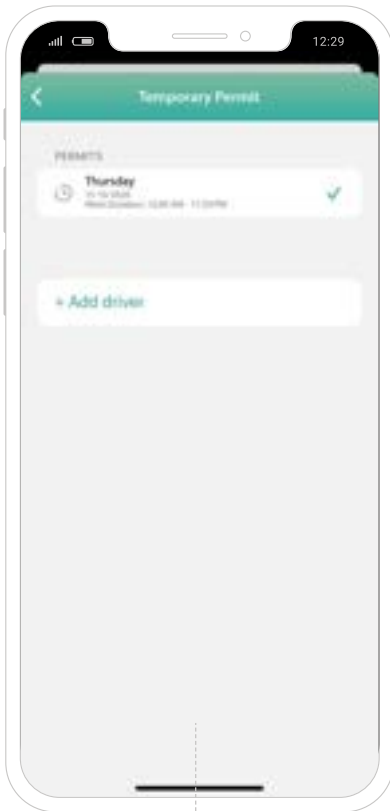


- On the Services screen
- Under **Permit Services**
- Select Request a new permit
- Select **Supplies**, two options will appear:
  - **Supplies**
  - In case the area is subjected to total curfew
  - **Emergency Supplies**
  - In case the area is subjected to a partial curfew

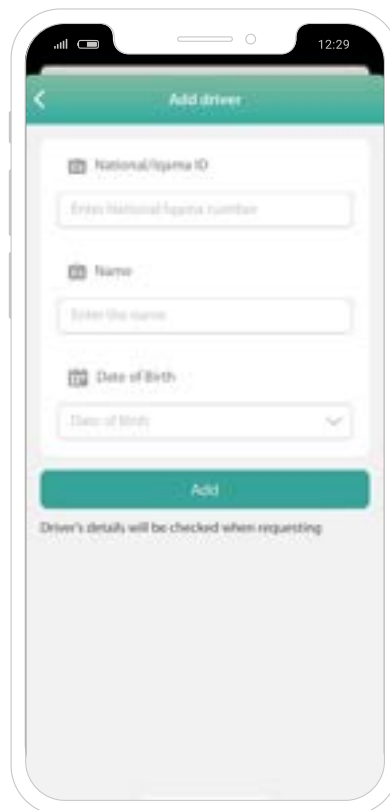
- **Select your destination accurately**, make sure that you can return home within the permit time limit
- Click on Agree or Cancel
- **Carry your phone with you to present the permit to policemen**

## ● Temporary permit for a driver

This feature allows users to **request a temporary permit for a driver**:



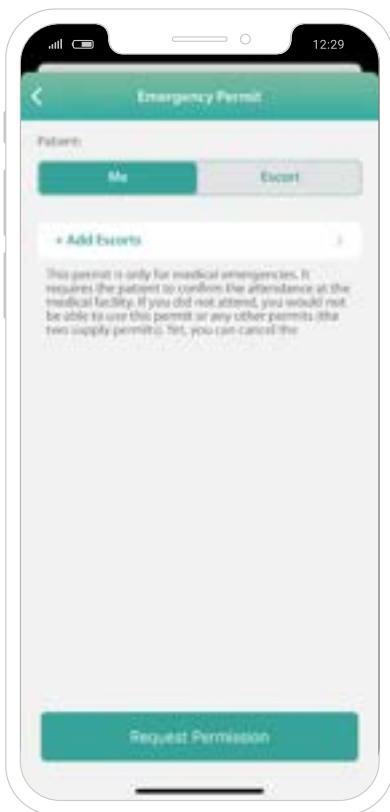
- On the Services screen
- Under Permit Services
- Click on Request new permit
- Select Temporary permit for a driver
- Click add driver



- Enter the driver's information:
- ID/Iqama number
- Name
- Date of Birth
- Click Add

## ● Emergency medical permit

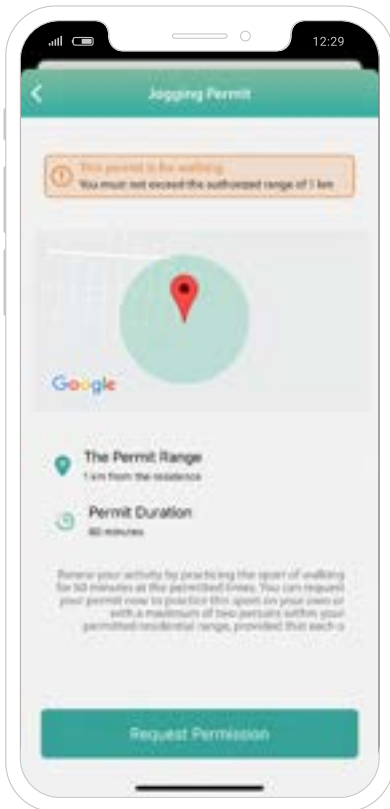
This feature allows users to **get an emergency medical permit:**



- On the Services screen
- Under Permit Services
- Select Request a new permit
- Select the **Emergency medical permit**
- Select the patient (Me \ Companion)
- If you clicked on **(Companion) fill in:**
- ID/Iqama number
- Name
- Date of Birth

## ● Jogging permit

This feature allows users to **get a jogging permit**:



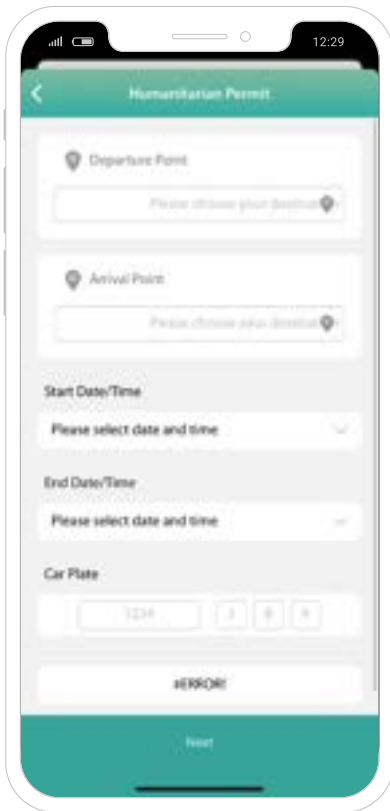
- On the Services screen
- Under Permit Services
- Select Request a new permit
- Select **Jogging Permit**
- Select your home location
- **Click request permit**
- Click Agree or Cancel

## ● Humanitarian Case Permit

This feature allows users to **get a humanitarian case permit:**



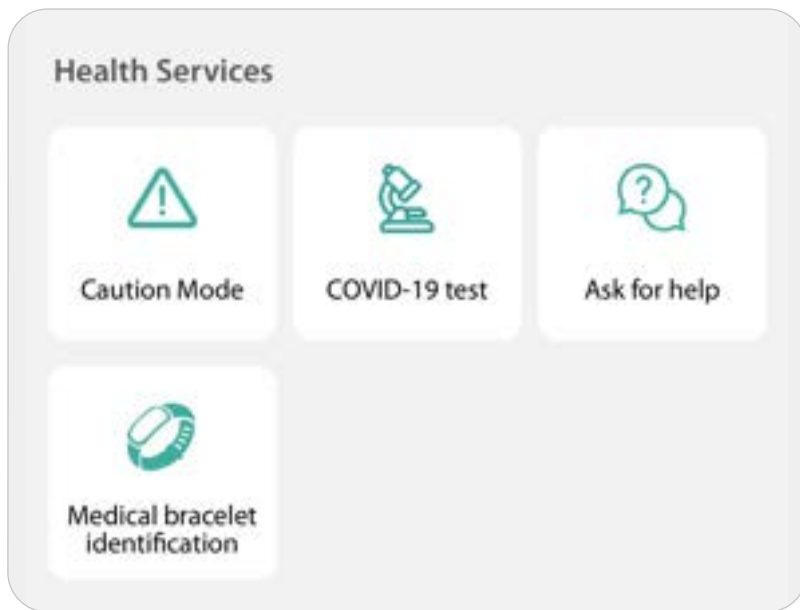
- On the Services screen
- Under Permit Services
- Select Request a new permit
- Select Humanitarian cases
- Select **the case type:**
  - Death case
  - Family matter
  - Other humanitarian cases
- Fill in the case description
- Add attachment if found
- Click next



- Fill in the required fields:
- Departure point
- Arrival point
- Start date/time
- Start date/time
- End date/time
- Car plate
- Companions
- Click **next**
- **Make sure the information is correct**, and click Send
- Click OK or Cancel

## Health Services

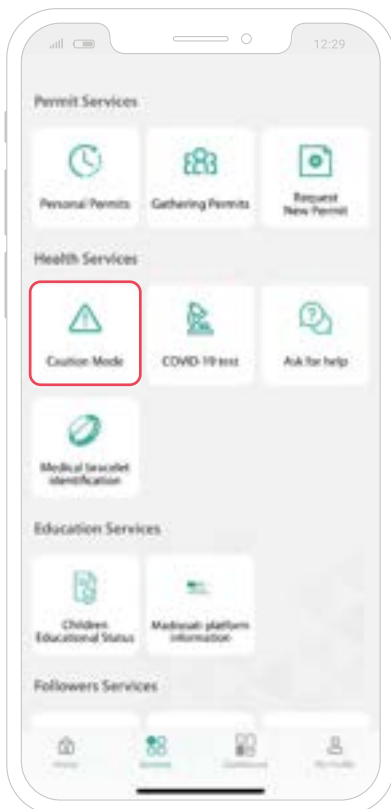
Users can:



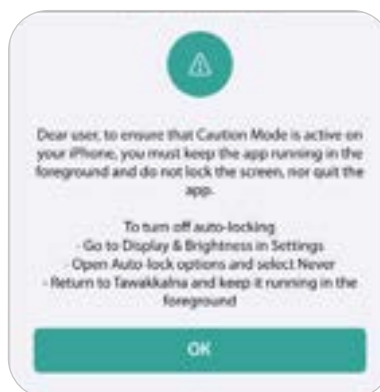
- **Activate Caution Mode**
- **Book and preview a COVID-19 test appointment**
- **Ask for help**
- **Connect the Medical bracelet**

## ● Activate Caution Mode

This feature alerts users when there is an infected, exposed, or suspected person around using Bluetooth must be turned on.

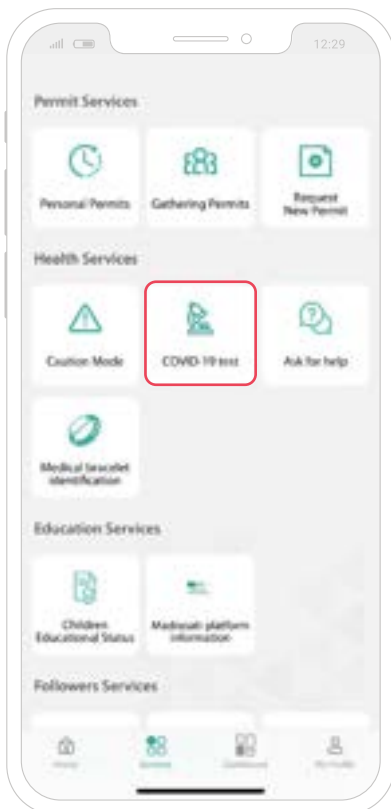


- On the Services screen
- Under Health Services
- Select **Caution Mode**
- Activate it
- A message will pop up, for the feature to work on iPhone, make sure that:
  - The app is running on the foreground
  - Do not lock your phone screen, or exit the app
- Click **Confirm**
- Caution mode will be activated

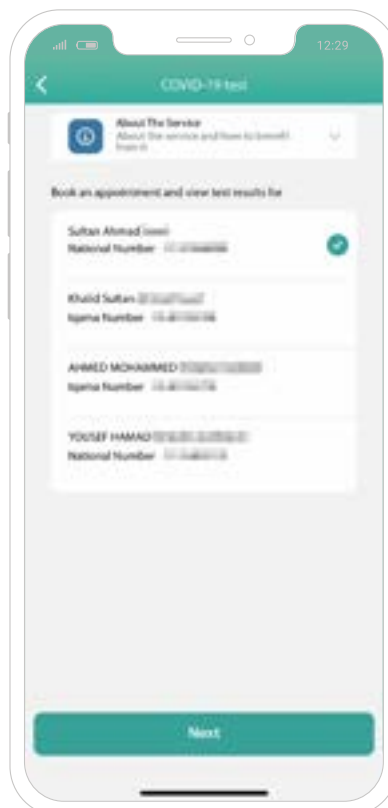


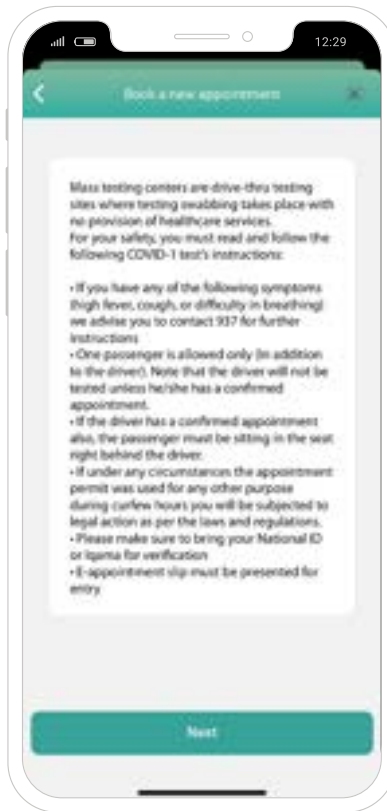
## ● Booking a COVID-19 Testing Appointment

This feature allows users to book or cancel a COVID-19 testing appointment for themselves or their dependents, as well as preview the results:

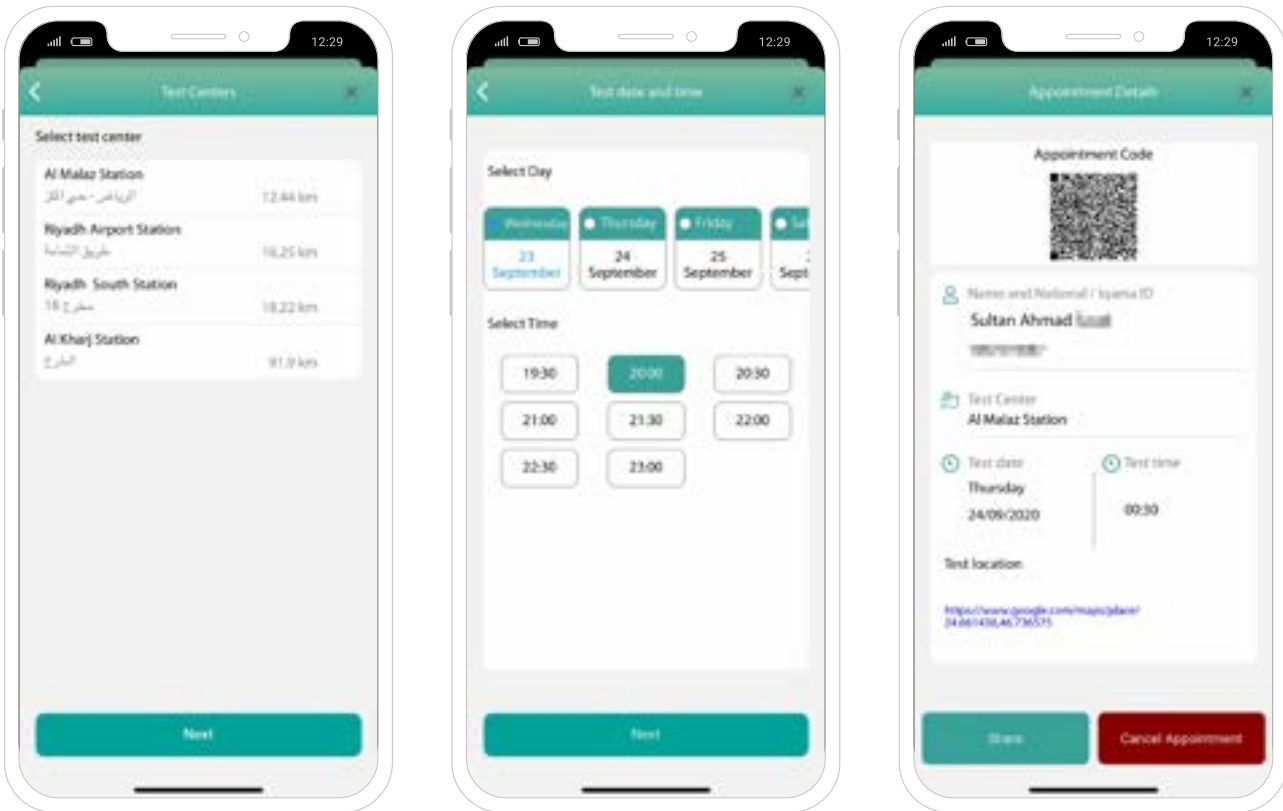


- On the Services screen
- Under Health Services
- Select **COVID-19 test**
- Your **dependents list will appear**
- Select a dependent
- Click next





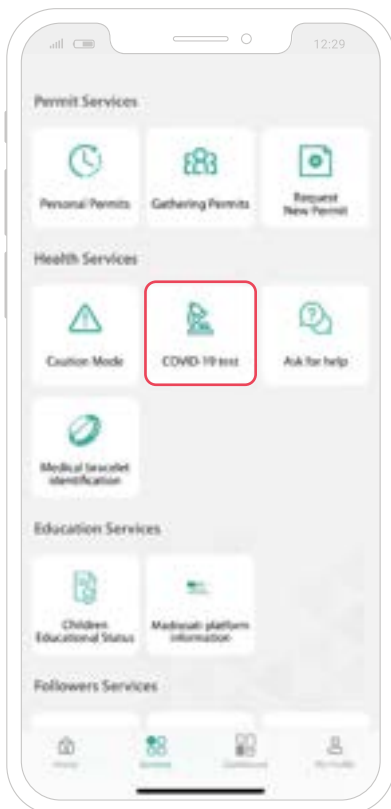
- Click **Book a new appointment**
- An alert will appear to start the process
- Click next
- Answer the medical evaluation questions



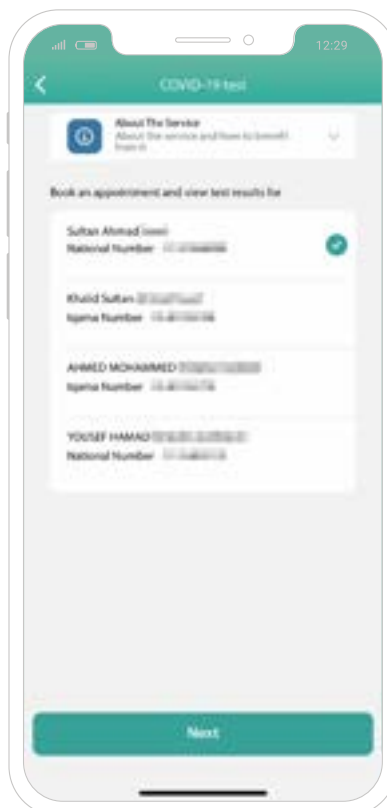
- Select the testing center location
- Select **the date and time**
- Click next
- **Your booking details will appear**
- Click **Confirm booking**
- You can share or cancel the appointment
- If you click on **Cancel appointment, a confirmation notification will pop up**
- Click confirm or return

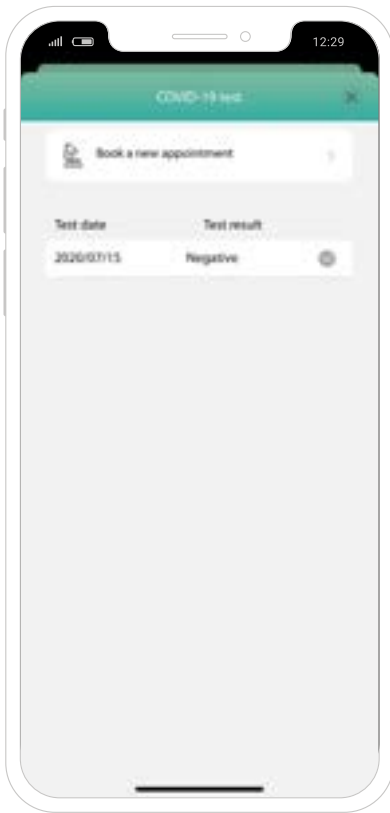
## ● How to find your COVID-19 test results

This feature allows users to book or cancel a COVID-19 testing appointment for themselves or their dependents, as well as preview the results:



- On the Services screen
- Under Health Services
- Select **COVID-19 test**
- Your **dependents list will appear**
- Select a dependent
- Click next



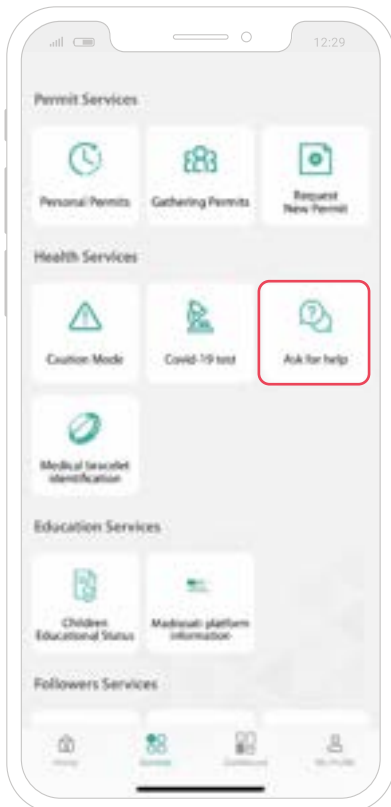


- The test date and results will appear
- Click on it for details

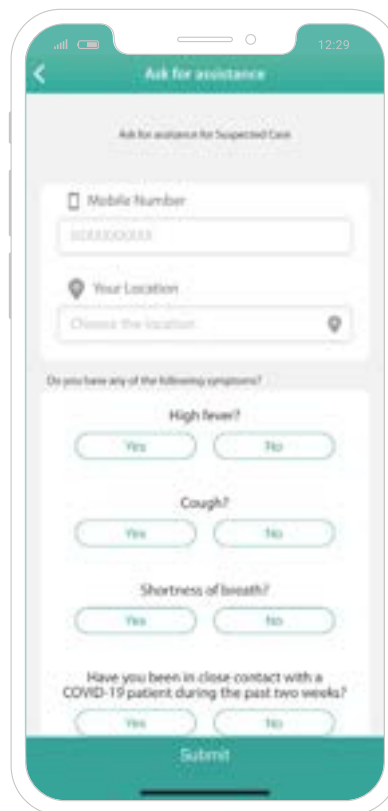


## ● Ask for help

This feature allows users to **ask for assistance in case of a suspected COVID-19 case**:



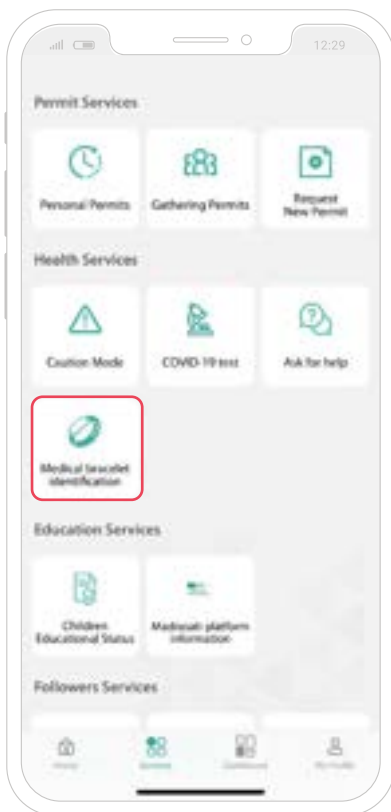
- On the Services screen
- Under Health Services
- Select Ask for assistance
- Fill in the required information:
  - Phone number
  - Location
  - Answer the symptoms questions



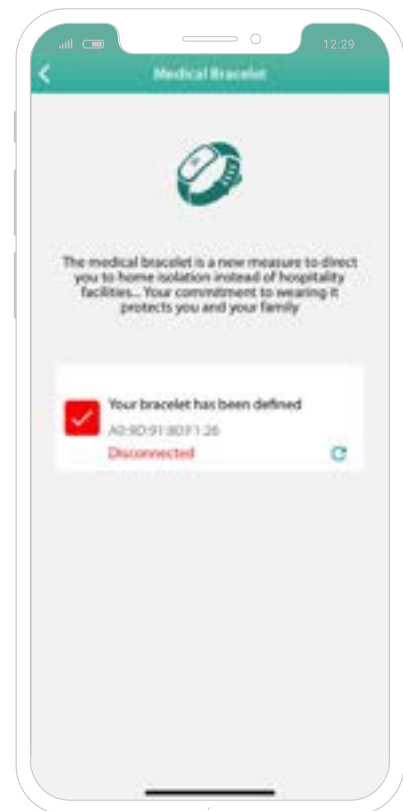
- Click on Submit
- Click on I agree or Cancel
- Your request has been sent to the Ministry of Health successfully

## ● Connecting the Medical Bracelet

This feature allows the Ministry of Health to monitor infected and exposed people by connecting the medical bracelet with their Tawakkalna accounts:



- On the Services screen
- Under Health Services
- Select **Medical bracelet identification**
- **Enter bracelet code**
- **Click connect**
- The medical bracelet has been connected



## Education Services

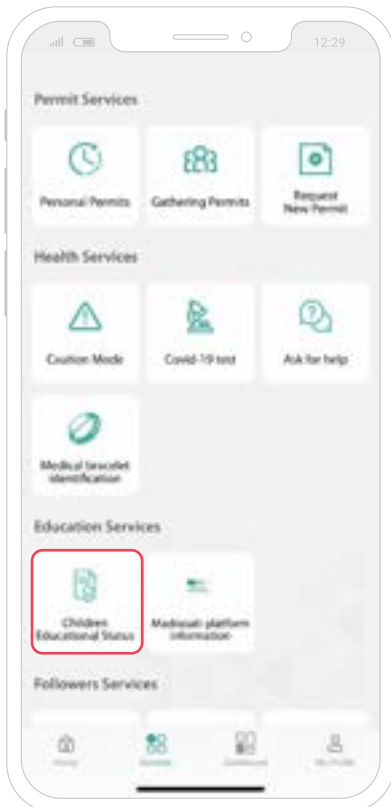
Users can:



- Preview Madrasati platform information
- Preview their Children's Educational Status

## ● Children Educational Status

This feature allows users to **preview their dependent's educational status**.



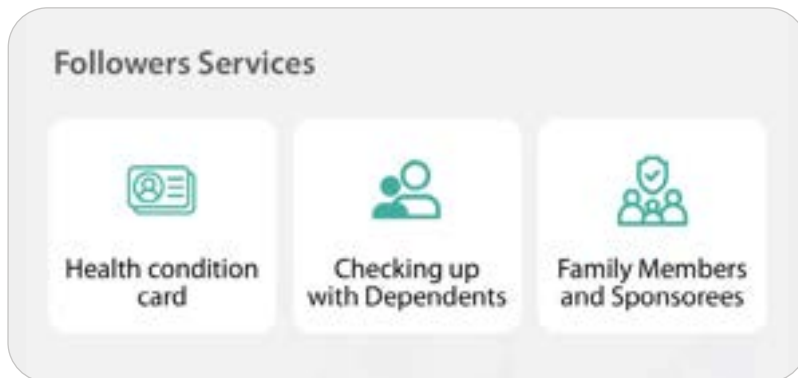
- On the Services screen
- Under Education Services
- Select **Children Educational Status**
- Select a **dependent**
- The Educational status will appear





## Followers Services

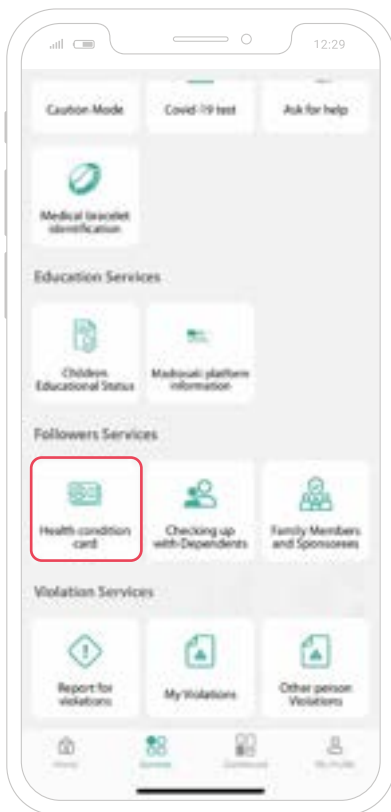
Users can:



- Preview dependents health condition cards
- Send a dependent checkup request
- Select Family members and workers

## ● Preview Health condition cards

This feature allows users to **preview a dependents health condition card**:



- On the Services screen
- Under Followers Services
- Select **Health Condition Card**
- Select a **dependent**
- The health condition card will appear

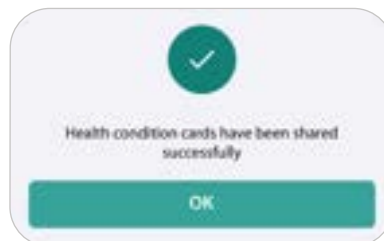


## ● Share a Health condition card

To share a dependent's health condition card:



- On the **Services** screen
- Select **Health Condition Card**
- Click **Share**
- Select a **dependent**
- Enter the personal data of the person you want to share with
- Click **Share Health Card**

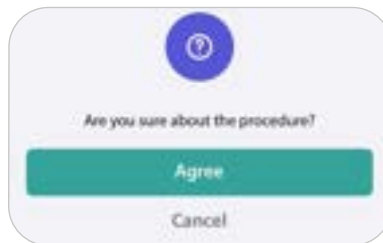


## ● Stop sharing a Health condition card

To stop sharing a health condition card:

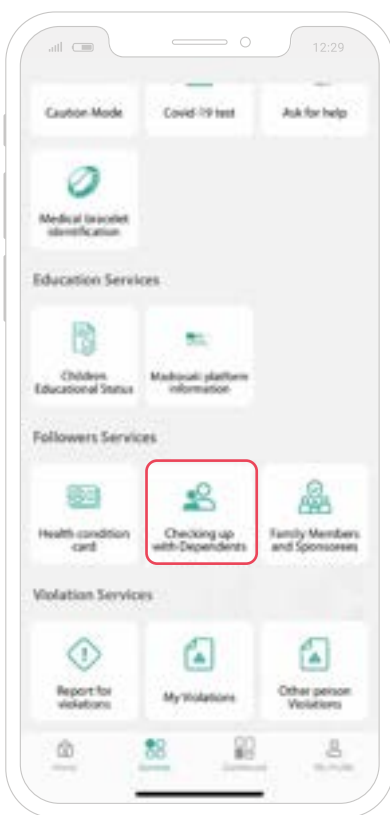


- Open the Health Condition Card of the dependent
- Click the arrow at the bottom of the screen
- Click **Stop Sharing**
- Select Agree or Cancel



- **Send a dependent checkup request, view their location and information, and cancel the request**

This feature allows users, **who have dependents (children) under 15 years old**, to send a dependent check-up request to their Tawakkalna account. As well as viewing their location and information with their consent, the request can be canceled



- On the Services screen
- Under Followers Services
- Select **Checking up with dependents**
- **Select the dependent**





- The app checks if the dependents are registered in Tawakkalna, if they are not registered, no message will appear (No Tawakkalna account)

- If the dependent has a Tawakkalna account:

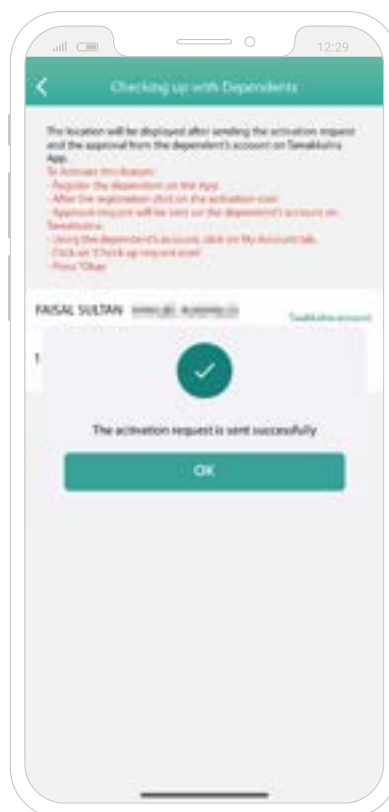
- Click on Activate

- After verifying, the activation request will be sent to the dependents account

- The status will appear as Pending

**To cancel the dependent checkup:**

- Click on cancel

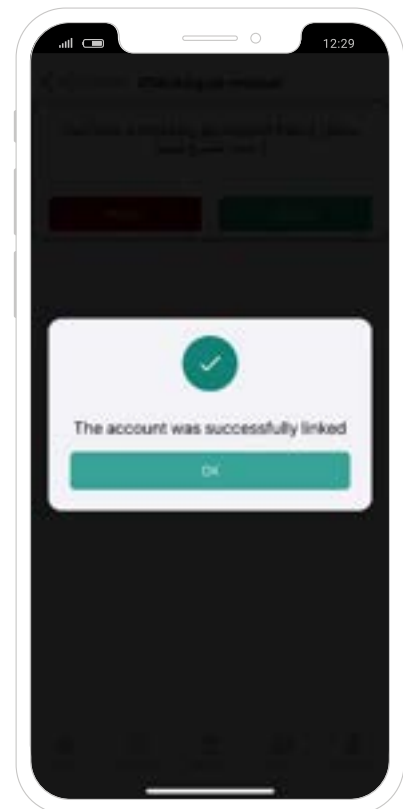


## ● Accepting a dependent checkup request

This feature allows the dependent to **accept or reject the dependent check-up request**:

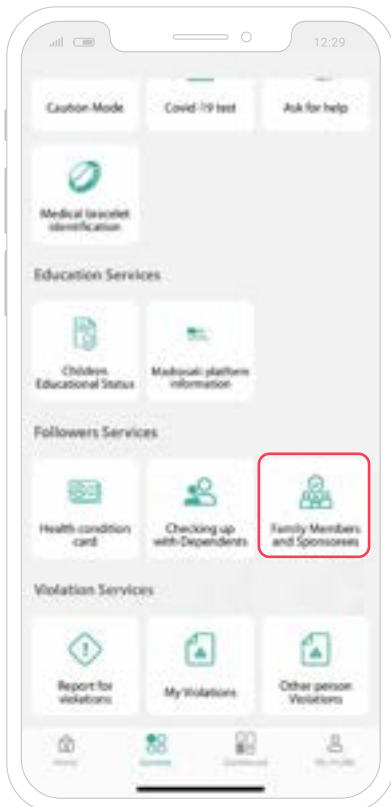


- On the Services screen
- Under Followers Services
- Select **check-up requests**
- Accept or reject the request
- The dependent's account will be linked with The guardian's account



## ● Family members and sponsors

This feature allows users to **edit their family and dependents information**

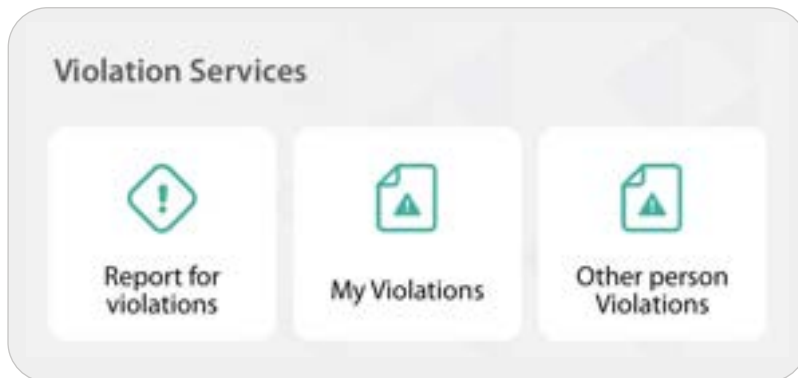


- On the Services screen
- Under Followers Services
- Select **Family members and sponsorees**
- Select the members who live with you
- Click save
- Your family members and dependents have been updated



## Violation Services

Users can:



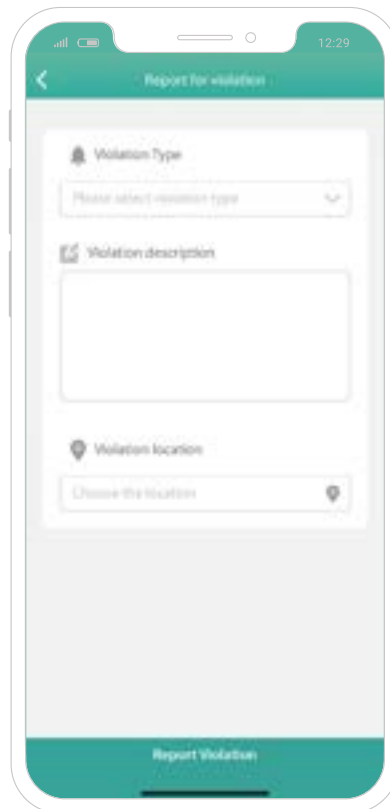
- Report a violation
- Preview your violations
- Preview other people's violations

## ● Report Violations

This feature allows users to **report violations**:



- On the Services screen
- Under Violation Services
- Select **Report for violations**
- Select **Violation type**
- Type-in a description
- Select the violation's location
- Click Report violation

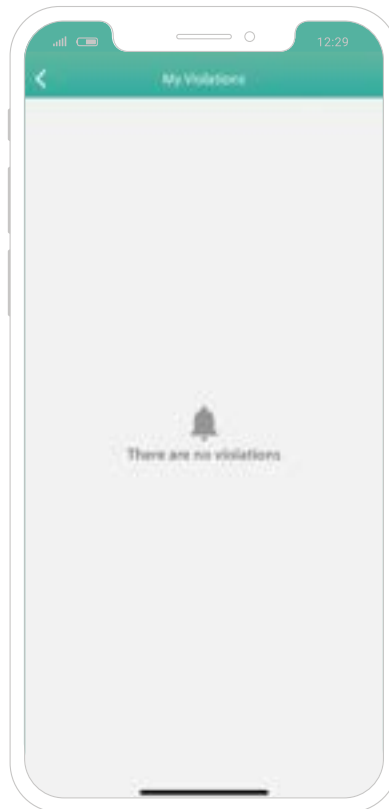


## ● My violations

This feature allows users to **preview their violations**:



- On the Services screen
- Under Violation Services
- Select **My Violations**
- Your violations will appear

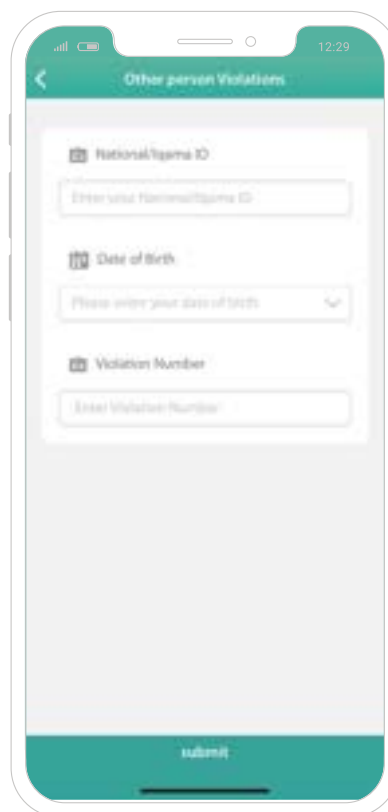


## ● Other Person Violations

This feature allows users to **preview other people's violations**:



- On the Services screen
- Under Violation Services
- Select **Other person violation**
- Fill in the required fields
- ID\Iqama number
- Date of birth
- Violation number
- Click Submit



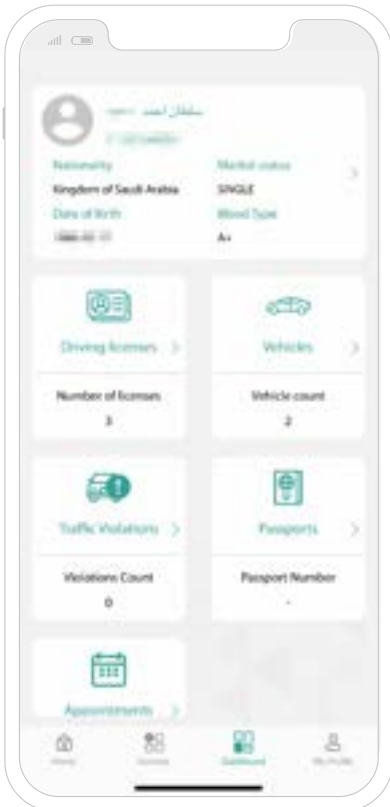


# Dashboard



## ▼ Dashboard

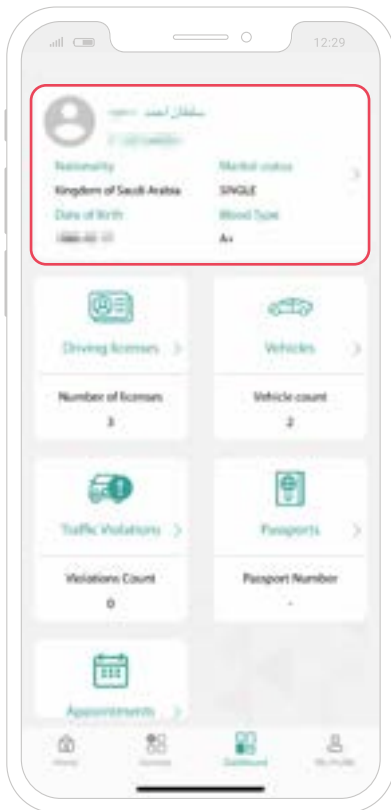
Users can preview:



- Personal information
- Driving licenses information
- Passports information
- Traffic violations information
- Vehicles information
- Ministry of Justice appointments

## ● Personal information

This feature allows users to **preview their personal information**:

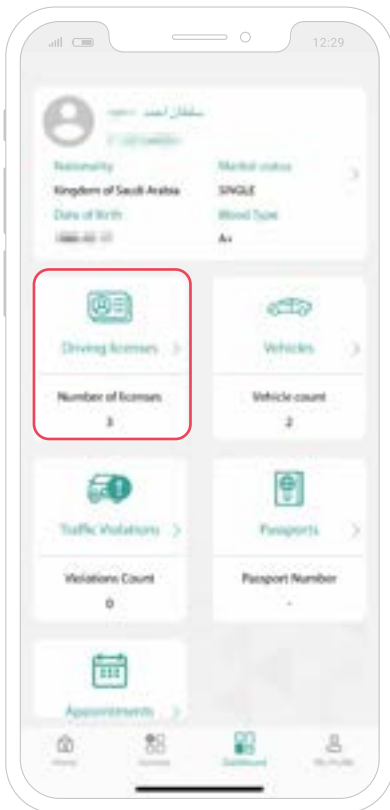


- From the Dashboard screen
- You will find your personal information, **click on them for more details**

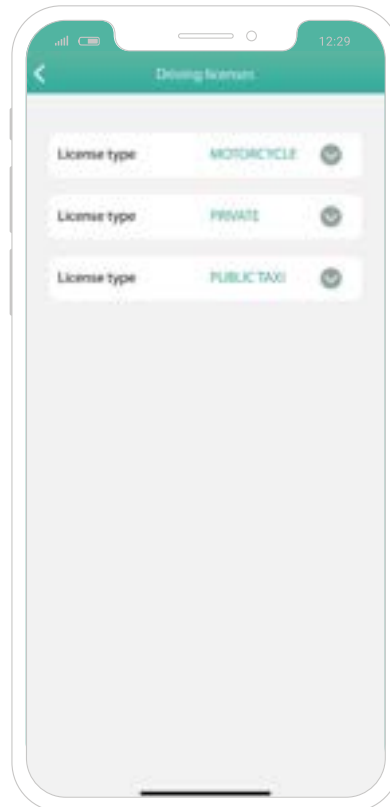


## ● Driving Licenses

This feature allows users to **preview their driving licenses'** information:

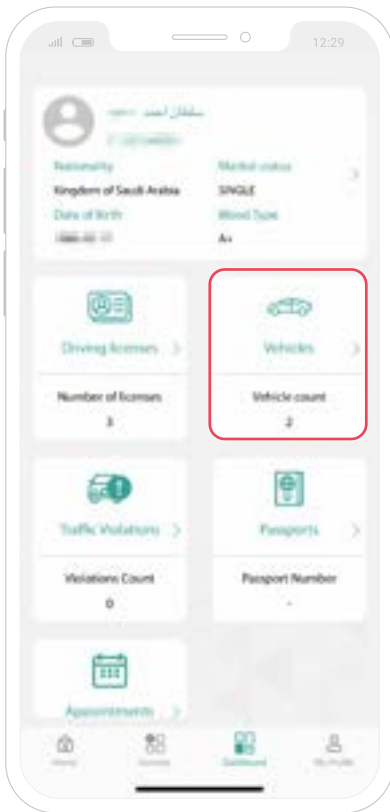


- From the Dashboard screen
- Select **Driving licenses**
- Your driving licenses information will appear

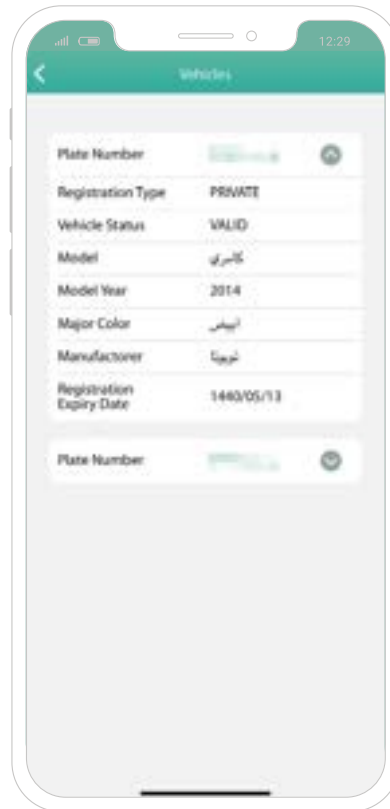


## ● Vehicles

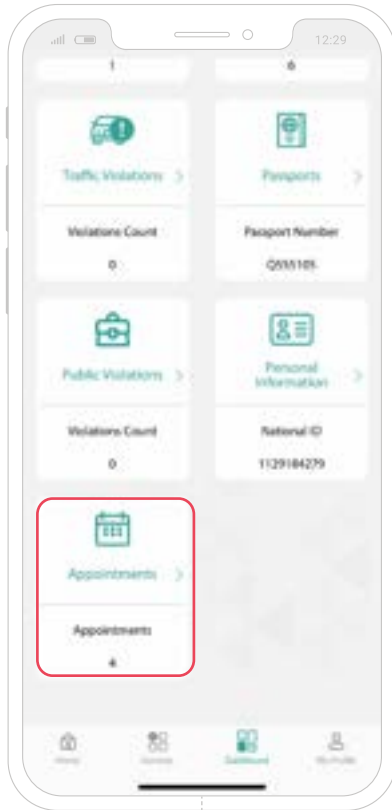
This feature allows users to **preview their vehicles' information**:



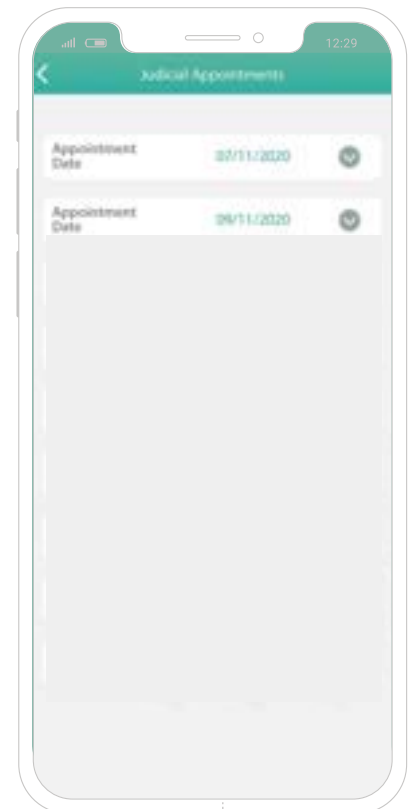
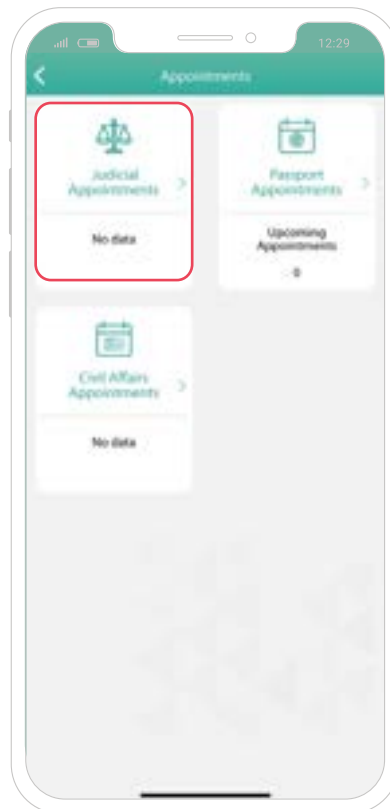
- Go to Dashboard screen
- Select **Vehicles**
- Your vehicle information will appear



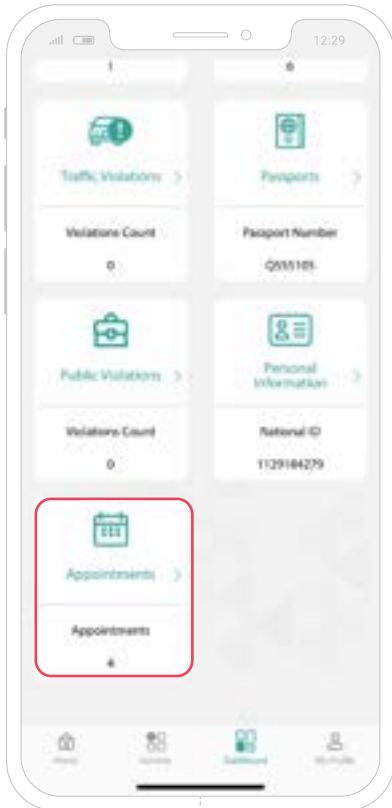
## ● Preview Judicial Appointments



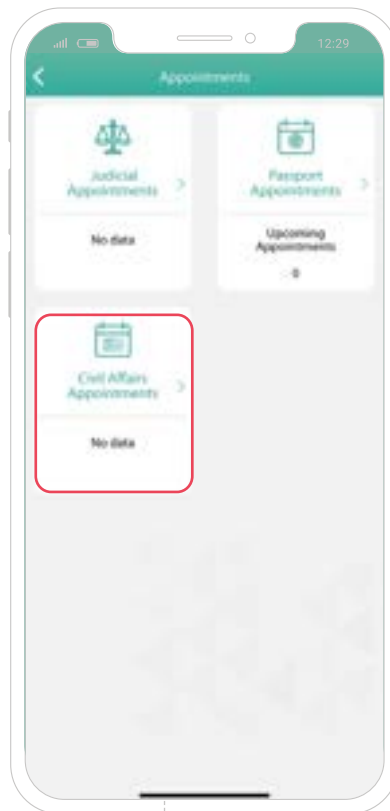
- From the **Dashboard** screen
- Select **Appointments**
- Click on **Judicial Appointments**
- Your Judicial appointments will appear



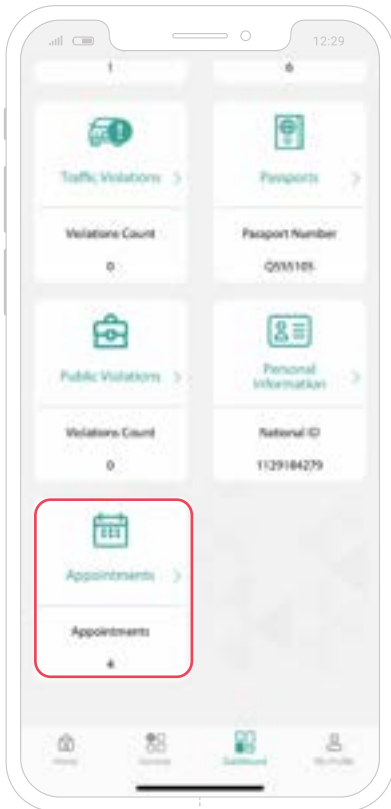
## ● Preview Civil Affairs Appointments



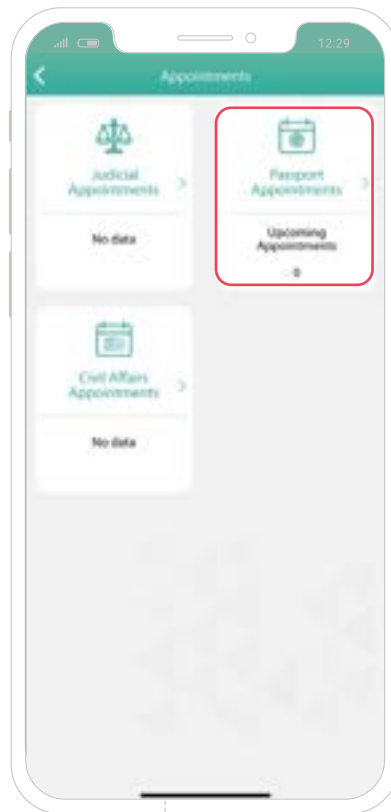
- From the **Dashboard** screen
- Select **Appointments**
- Click on **Civil Affairs Appointments**
- Your Civil Affairs appointments will appear



## ● Preview Passport Appointments



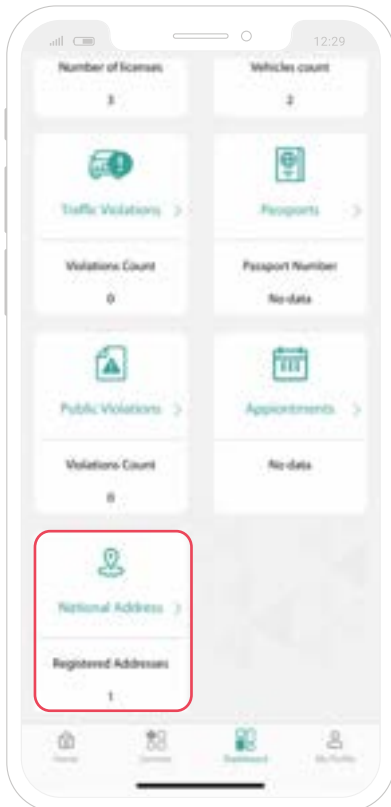
- From the **Dashboard** screen
- Select **Appointments**
- Click on **Passport Appointments**
- Your Passport appointments will appear





## ● Preview National Address details

This feature allows users to **preview their national address through Tawakkalna**

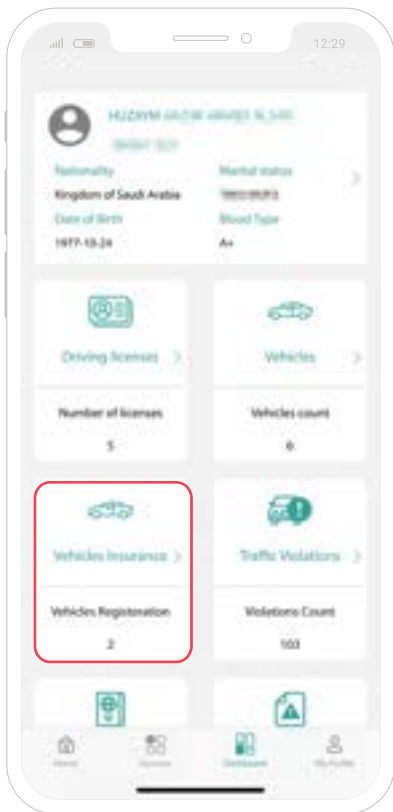


- On Dashboard
- Click National Address
- Your national addresses and Saudi Mail registered addresses will appear
- Click on an address for more details



## ● Preview Vehicle Insurance details

This feature allows users to **preview their vehicle's insurance details**



- On Dashboard
- Click Vehicle Insurance
- Select a plate number to view the details



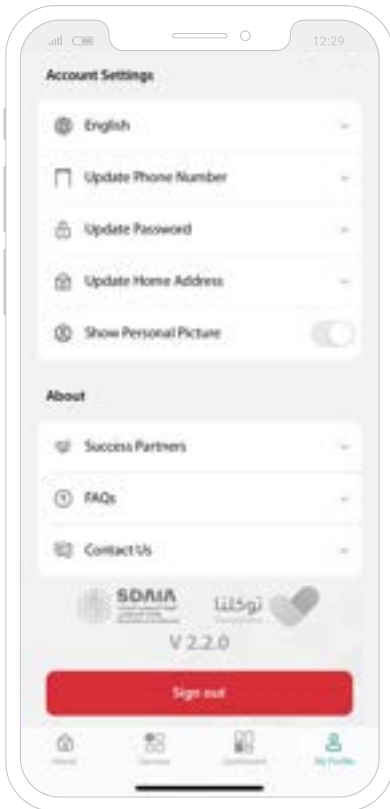


# My Profile



## ▼ My profile

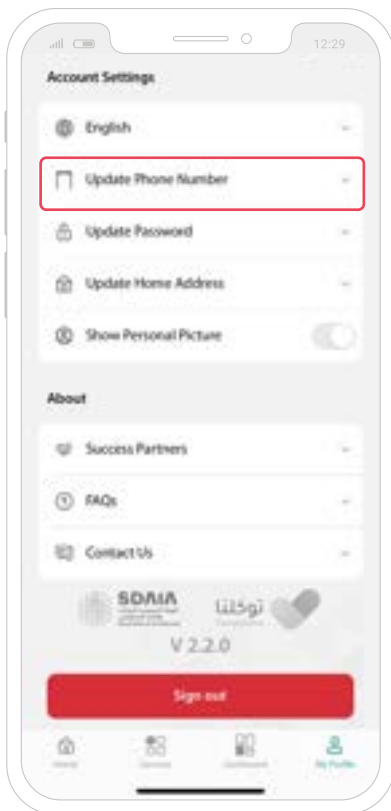
Users can:



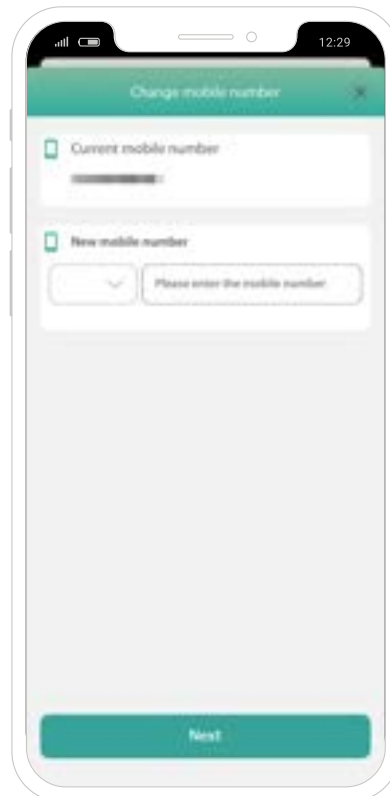
- Change the language
- Change mobile number
- Change Password
- Update home location

## ● Change Mobile Number

This feature allows users to change the phone number of non-Absher registered users, visitors, and GCC citizens through Tawakkalna:

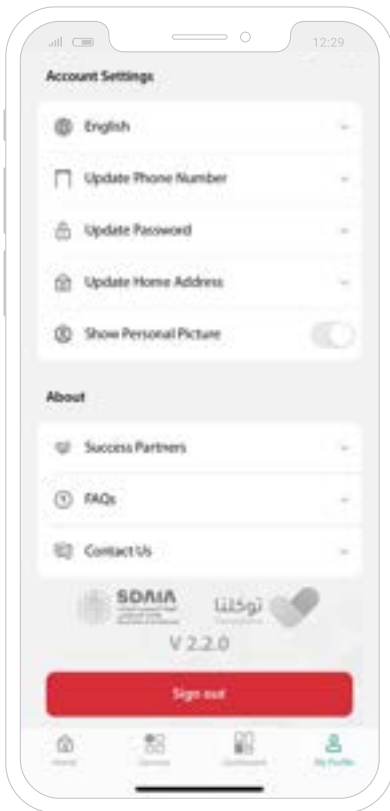


- On My Profile
- Click **Change mobile number**
- Select the country code
- **Type in the new phone number**
- Click next
- Type in the verification code sent via SMS
- Click next
- **Your mobile number has been changed**



## ● Update Home Location

This feature allows users to change their home location:



- On My Profile
- Click **Update home location**
- Select **the location**
- Click next
- Click Agree or Cancel
- **Your home location has been changed**



# Tawakkalna App

وَعَلَى اللَّهِ فَلْيَتَوَكَّلِ الْمُتَوَكِّلُونَ