

GACA Portal E-Services User Guide

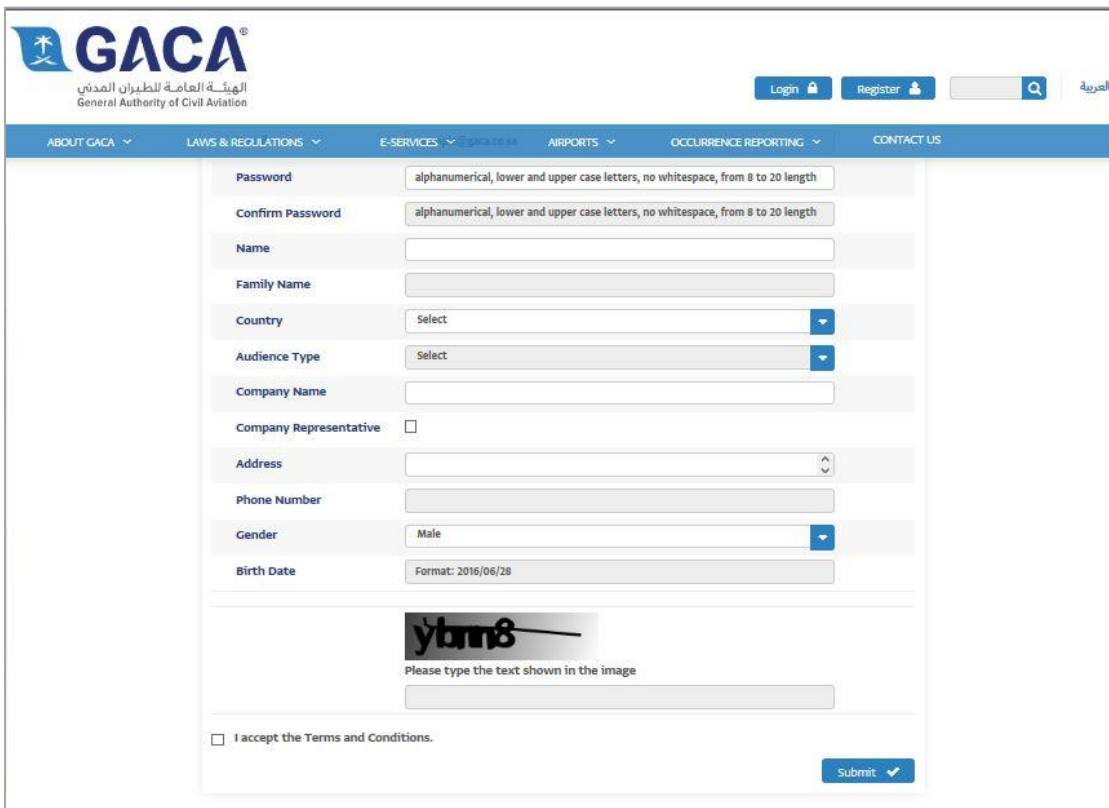
Contents

1. Register as a new user.....	3
2. Login.....	4
3. Edit user profile.....	5
4. Change password.....	6
5. Logout.....	7
6. Retrieve forgotten password.....	8
7. Forms & E-Services.....	9
7.1. E-Service by Audience.....	9
7.2. E-Services by Specialty.....	9
7.3. Search for an E-Service.....	9
7.4. Explore E-Service and download documents.....	10
8. E-Services Applications.....	11
8.1. Apply for an E-Service.....	11
8.2. List all my application requests.....	13
8.3. View application status.....	14

1. Register as a new user.

Users have the option to register on the portal by generating a user account linked to their email address - one registered users can apply for the various E-services available and track progress of applications.

- Access GACA Homepage.
- Click Register button in the top right hand corner.
- On the Registration Page enter your personal details using the following formats:
 - Password format (One uppercase, one lowercase, and one numeric, between 8-20 long).
 - Telephone number format (1234567890 - 10 digits).
 - Birth date format (Year/MM/DD).
- Type the text shown in the image (CAPTCHA).
- Click Submit button.
- The user will receive an automated email in his/her personal email account. Once the automated email has been received, click the link in the email to activate the account.



The screenshot shows the GACA registration page. At the top left is the GACA logo and name in Arabic and English. On the top right are 'Login' and 'Register' buttons, a search bar, and the Arabic language selector. Below the header is a navigation menu with links for 'ABOUT GACA', 'LAWS & REGULATIONS', 'E-SERVICES', 'AIRPORTS', 'OCCURRENCE REPORTING', and 'CONTACT US'. The main form area contains the following fields:

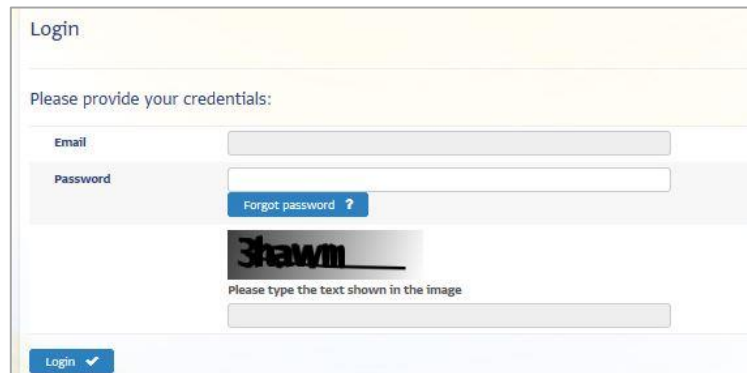
- Password:** alphanumerical, lower and upper case letters, no whitespace, from 8 to 20 length
- Confirm Password:** alphanumerical, lower and upper case letters, no whitespace, from 8 to 20 length
- Name:** Text input field
- Family Name:** Text input field
- Country:** Select dropdown menu
- Audience Type:** Select dropdown menu
- Company Name:** Text input field
- Company Representative:**
- Address:** Text input field with a dropdown arrow
- Phone Number:** Text input field
- Gender:** Select dropdown menu (currently set to Male)
- Birth Date:** Text input field with format: 2016/06/28

Below the form fields is a CAPTCHA image showing the text 'ybm8'. Below the CAPTCHA is a text input field with the instruction 'Please type the text shown in the image'. At the bottom left is a checkbox for 'I accept the Terms and Conditions.' and at the bottom right is a 'Submit' button.

2. Login.

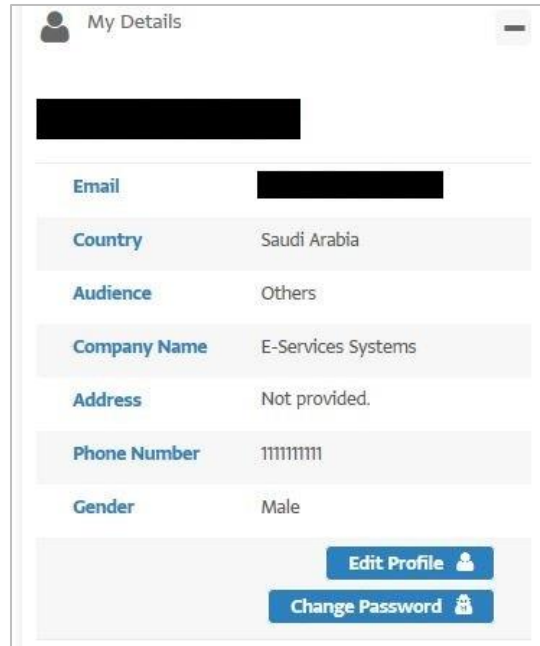
Once users have registered their personal accounts users can login to the GACA portal for a personalized ‘dashboard’ of applications and current status of applications.

- Access GACA Homepage.
- Enter username (email address).
- Enter password (as defined during registration).
- Type the text shown in the image (CAPTCHA).
- Click Login button.



The screenshot shows a login form titled "Login". Below the title, it says "Please provide your credentials:". There are two input fields: "Email" and "Password". To the right of the "Password" field is a blue button labeled "Forgot password ?". Below the input fields is a CAPTCHA image showing the word "Shawn" in a stylized font. Below the CAPTCHA image is a text input field with the prompt "Please type the text shown in the image". At the bottom left of the form is a blue button labeled "Login ✓".

- Once logged in, a message with a “Welcome: user_email_address” is visible in the top right hand corner at all times. The Login and Register buttons should also have been replaced by My Dashboard and Logout buttons.



My Details

[Redacted]

Email [Redacted]

Country Saudi Arabia

Audience Others

Company Name E-Services Systems

Address Not provided.

Phone Number 111111111

Gender Male

[Edit Profile](#)

[Change Password](#)

3. Edit user profile.

After a user has registered on the portal the user can update any aspect of their profile as required, for example to update a telephone number.


- Login using previous instructions.
- Click on the “My Dashboard” button.
- Click the “Edit profile” button.
- Update phone number or other details.
- Type the text shown on the image (CAPTCHA).
- Click Submit button.
- The user profile will be updated and a message will be displayed stating “Your profile was successfully updated”.

User Profile

You may update the following information.

Update Personal Details

Name	<input type="text" value=""/>
Family Name	<input type="text" value=""/>
Country	Saudi Arabia ▼
Audience Type	Others ▼
Company Name	E-Services Systems
Address	Not provided. ↕
Phone Number	111111111
Gender	Male ▼
Birth Date	Format: 2016/06/28



Please type the text shown in the image

4. Change password.


Users have the option to change their password as required.

- Once logged in, as per previous steps, click on the “My Dashboard” button
- Click the “change Password” button.
- Update your password by typing in the current password, new password, and confirming the new password.
- Type the text shown on the image (CAPTCHA).
- Click the “Submit” button.
- A message will be displayed stating “Your profile was successfully updated”.

User Profile

Update your password

Current Password	alphanumeric, lower and upper case letters, no whitespace, from 8 to 20 length
New Password	alphanumeric, lower and upper case letters, no whitespace, from 8 to 20 length
Confirm Password	alphanumeric, lower and upper case letters, no whitespace, from 8 to 20 length



Please type the text shown in the image

5. Logout.

Once the user finishes interacting with the portal, they should logout of the portal to close their browser session.

- Whilst logged into the site, with username visible, click the “Logout” button.
- The “My Dashboard” and “Logout” buttons will be replaced by the Login and Register buttons. This is the confirmation of a successful logout.

Welcome: ██████████

My Dashboard
Logout

Q

العربية

Login
Register

Q

العربية

6. Retrieve forgotten password.

If a user forgets their password it is possible to retrieve the user's forgotten password via the portal - an automated email will be sent to the registered email address to provide the user access.

- Whilst logged out of the site, click the Login Button.
- Click the 'Forgot Password?' button in the box where login credentials would normally be entered.
- Enter your email address.
- Type the text shown on the image (CAPTCHA).
- Click the "Submit" button.
- The user will receive an automated email in his/her personal email account, containing the current password.



The screenshot shows a 'Login' form with the following elements:

- Title: Login
- Instruction: Please provide your credentials:
- Fields: Email and Password
- Buttons: 'Forgot password ?' (highlighted in red) and 'Login' (with a checkmark icon)
- Image: A CAPTCHA image showing the word 'shawn' in a stylized font.
- Text: 'Please type the text shown in the image' with an empty input field below it.

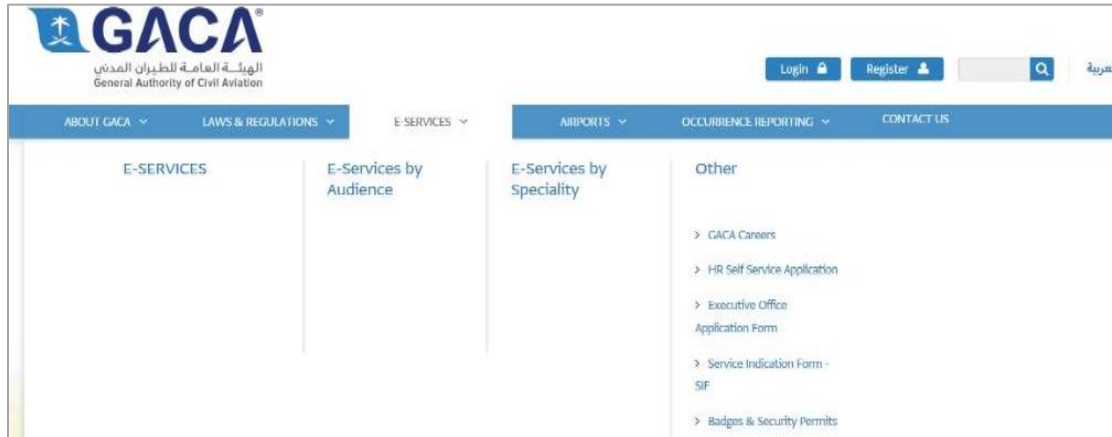


The screenshot shows a 'Remind Password' form with the following elements:

- Title: Remind Password
- Instruction: An e-mail containing your current password will be sent to the provided address, that should belong to a registered user.
- Text: Please provide your e-mail
- Field: Email (containing 'example@gaca.co.sa')
- Image: A CAPTCHA image showing the number '3d876' in a stylized font.
- Text: 'Please type the text shown in the image' with an empty input field below it.
- Button: 'Submit' (with a checkmark icon)

7. Forms & E-Services.

The GACA portal offers a range of online services to users. These services are sorted by Audience and by Specialty in order to provide users a logical and easy approach to navigate services, and providing efficient access to the required services.



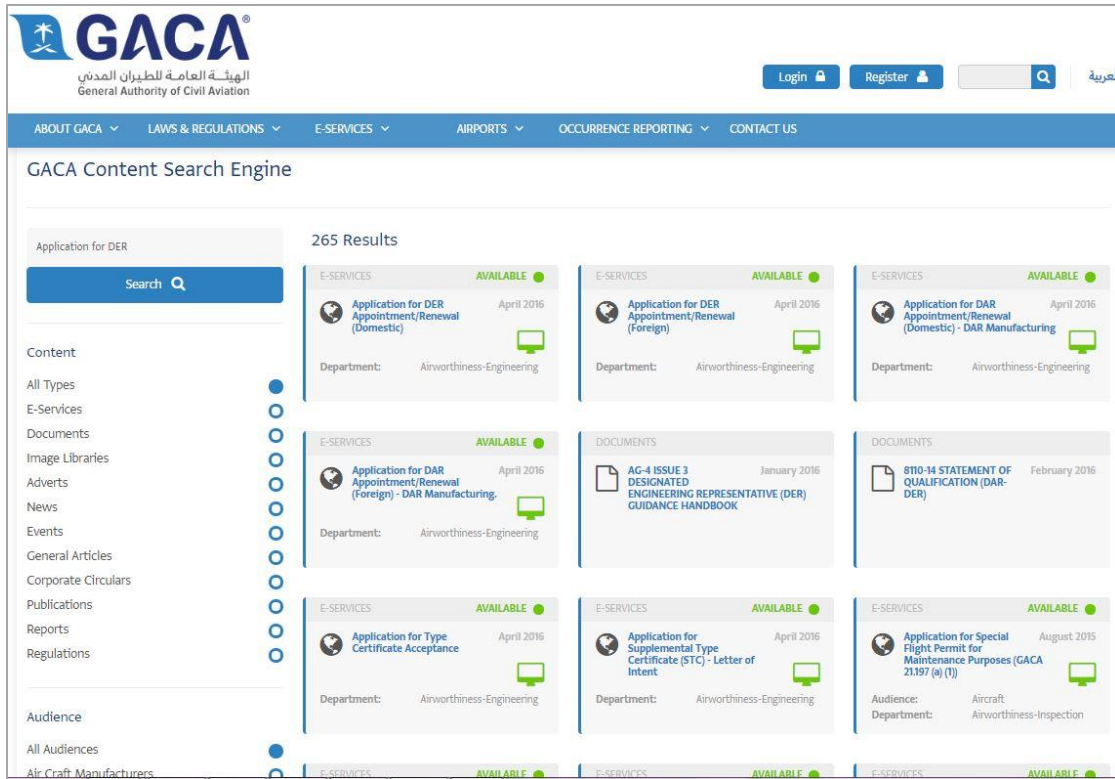
7.1.E-Service by Audience

7.2. E-Services by Specialty.

7.3. Search for an E-Service

The portal includes a search engine so that users can use the search functionality to find specific e-services.

- Access GACA Homepage.
- Type the wanted service name or part of the service name in the search box, i.e. 'Application for DER'.
- Two search results will be displayed - select the Application for DER/DAR (Renewal) by clicking on the e-service.
- The e-service page will be presented, with a description of the e-service, option to apply, as well as Get in Touch details, frequent questions, and related e-services.



The screenshot displays the GACA Content Search Engine interface. At the top, there is a navigation bar with links for 'ABOUT GACA', 'LAWS & REGULATIONS', 'E-SERVICES', 'AIRPORTS', 'OCCURRENCE REPORTING', and 'CONTACT US'. Below this, the search results are displayed for the query 'Application for DER', showing 265 results. The results are organized into a grid of cards, each representing a different service or document. The cards include details such as the service name, date, and department. For example, one card is for 'Application for DER Appointment/Renewal (Domestic)' dated April 2016, with the department 'Airworthiness-Engineering'. Another card is for 'AG-4 ISSUE 3 DESIGNATED ENGINEERING REPRESENTATIVE (DER) GUIDANCE HANDBOOK' dated January 2016. The interface also features a search bar, a sidebar with filters for content type and audience, and a 'Login' button.

Second example:

- Whilst logged into the site, use Search bar at the top right hand corner of the home page to search on 'Air Cargo Licensing' e-services.
- Type “Air Cargo Licensing” into the search box, and click the search button (magnifying glass icon).
- Select “Air Cargo Licensing (Changing Name or Address) (Accredited/ Assemblers)” e-service.
- 53 search results will be presented. The user can click on the first e-service in the list 'Air Cargo Licensing (Changing Name or Address) (Accredited/ Assemblers)' and be presented with the respective e-service, detailing the description, help documents, button to apply, as well as contact details and related e-services.

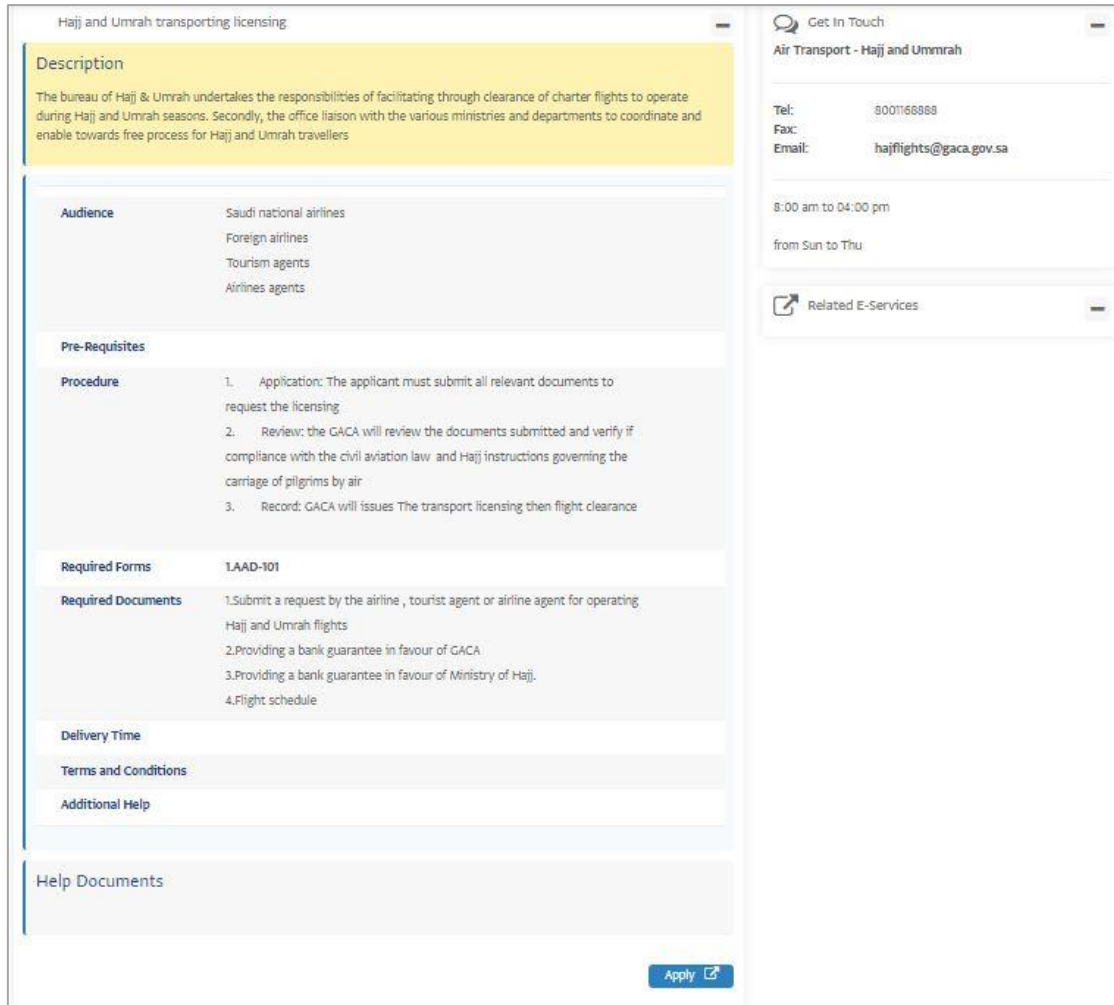
7.4. Explore E-Service and download documents

Users can explore the e-services available for further information, and any related documents can be downloaded locally for offline viewing and reference.

- Access GACA Homepage
- Click E-SERVICES button on top menu.

دليل المستخدم للخدمات الإلكترونية

- From the Airline E-Services menu, select “Hajj and Umrah transporting licensing e-service”.
- Click the 1.”Submit form No. ((AAD-101)” link.
- The user will be presented with options to either open the form, or save the form (download locally), or cancel. The form can be saved locally to the machine and opened.



Hajj and Umrah transporting licensing

Description
The bureau of Hajj & Umrah undertakes the responsibilities of facilitating through clearance of charter flights to operate during Hajj and Umrah seasons. Secondly, the office liaison with the various ministries and departments to coordinate and enable towards free process for Hajj and Umrah travellers

Audience
Saudi national airlines
Foreign airlines
Tourism agents
Airlines agents

Pre-Requisites

Procedure
1. Application: The applicant must submit all relevant documents to request the licensing
2. Review: the GACA will review the documents submitted and verify if compliance with the civil aviation law and Hajj instructions governing the carriage of pilgrims by air
3. Record: GACA will issues The transport licensing then flight clearance

Required Forms
1.AAD-101

Required Documents
1.Submit a request by the airline , tourist agent or airline agent for operating Hajj and Umrah flights
2.Providing a bank guarantee in favour of GACA
3.Providing a bank guarantee in favour of Ministry of Hajj.
4.Flight schedule

Delivery Time

Terms and Conditions

Additional Help

Help Documents

Get In Touch
Air Transport - Hajj and Umrah
Tel: 8001168868
Fax:
Email: hajjflights@gaca.gov.sa
8:00 am to 04:00 pm
from Sun to Thu

Related E-Services

[Apply](#)

8. E-Services Applications

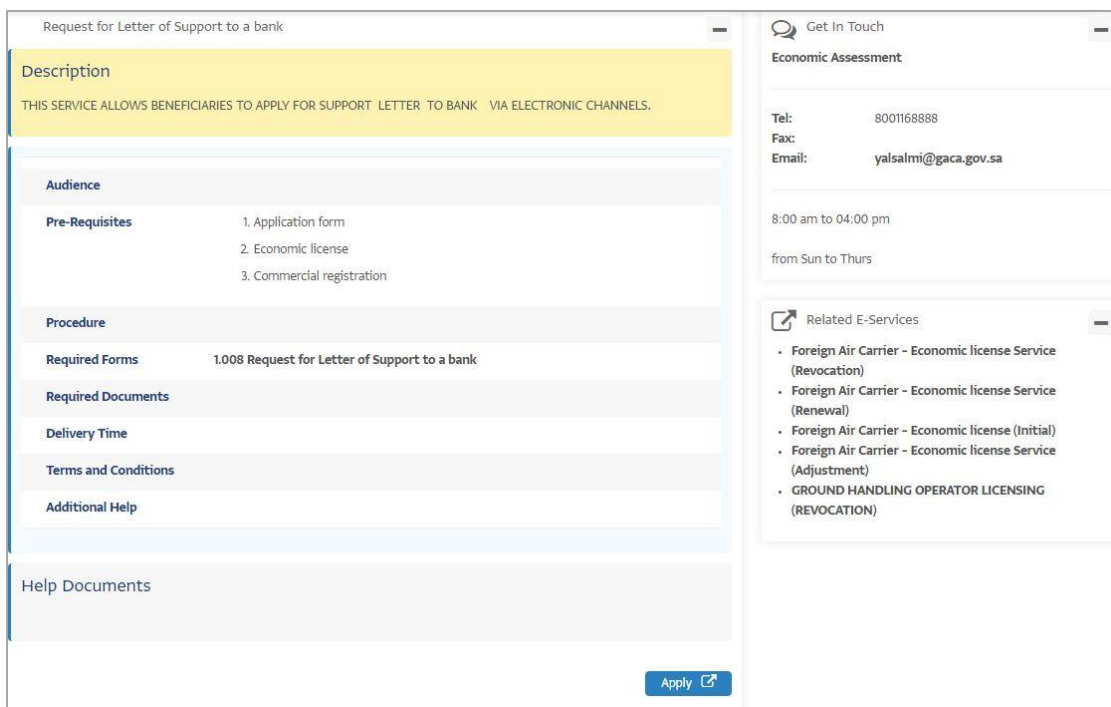
8.1. Apply for an E-Service

A user may wish to apply for an E-Service, and after registering on the portal, and accessing the relevant E-service, the user can then apply for the E-service from within the portal.

- Whilst logged into the site, click on “E-SERVICES” button on the top menu bar.
- Scroll down to “Economic Assessment E-Services” section at the bottom of the home page.

دليل المستخدم للخدمات الإلكترونية

- Click the “Request for Letter of Support to a bank” e-service button -this will expand the e-service so more text can be read about the e-service.
- Click “Read more” button -user will be presented with Request for Letter of Support to a bank e-service description and get in touch details.
- Scroll down the page and click “Apply” button (dialogue box will open up with the option to attach a file from the user’s computer).
- Attach Employee badge by browsing your computer files. [NB: File extensions limited to jpeg, jpg, or pdf].
- Type the text shown in the image (CAPTCHA).
- Click “Apply” button.
- A message will be flagged at the top of the screen, stating: “Your request has been correctly received. You may see its progress in your Dashboard”.



Request for Letter of Support to a bank


This service allows beneficiaries to apply for support letter to bank via electronic channels.
The customer is required to obtain the below approval to be able to receive the service.

Form

Note: Only .jpg and .pdf formats are allowed. Maximum allowed file size for uploads: 10 MB

Name [Redacted]

008 Request for Letter of Support to a bank No file chosen


 Please type the text shown in the image

I accept the Terms and Conditions.

8.2. List all my application requests

A registered user may wish to view all of their application requests – this can be done via the My Dashboard functionality where all applications will be listed, alongside their status.

- Whilst logged into the site, click on the “My Dashboard” button at the top of the homepage.
- Scroll down to view “My Applications & Application Status”.
- User will be presented with “My dashboard”, with “My details”, “My Applications”, and “Application Status”.


My Dashboard

Welcome to your personalized Dashboard where you can see all your applications.

My Details

My Applications

MyName MySurname

 **MyName MySurname - Application for: Support Services**
 2015/09/24 **In progress**

8.3. View application status

A user can use the My Dashboard view to view all current application request status.

- Whilst logged into the site, click on the “My Dashboard” button at the top of the homepage.
- Scroll down to view “My Applications & Application Status”.

