Tawakkalna App

User manual (2.5)
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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 upon launching 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
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
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
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 guests
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

Dear user, to ensure that Caution Mode is active on your iPhone, you must keep the app running in the foreground and do not lock the screen, nor quit the app.

To turn off auto-locking:
- Go to Display & Brightness in Settings
- Open Auto-lock options and select Never
- Return to Tawakkalna and keep it running in the foreground

**OK**
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
Preview Madrasti information

This feature allows users to preview their child (student) Madrasti username; in case the user was the student him/herself, they can view their information. The Password can be sent via SMS to the user’s phone number.

- On the Services screen
- Under Education Services
- Select Madrasti platform information
- Select a dependent
- Click Send
- the password information will be sent via SMS
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 Tawakkalna app checks if the dependents are registered in Tawakalna, 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 sponsors**
- 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 Public Violations**

This feature allows users to preview their public violations in Public Security, General Organization for Social Insurance, Ministry of Municipal and Rural Affairs, Ministry of Tourism, Ministry of Housing, and the Ministry of Human Resources and Social Development.

- On the Dashboard
- Click Public Violations
- Select the violation type
- All registered violations will appear
- Click on a violation for more details
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

وَعَلَىِ اللَّهِ فِيَتَوَكَّلُواْ ﻟَا يَتَوَكَّلُواْ عَلَىِ الْأَرْضَ