



Umrapp

User Guide

Dashboard for agencies · App for pilgrims and guides

What this guide contains



Part 1 — The Dashboard

- For agencies, from a computer
- Departures, groups, pilgrims
- Documents and logistics
- Radio: quota and credit

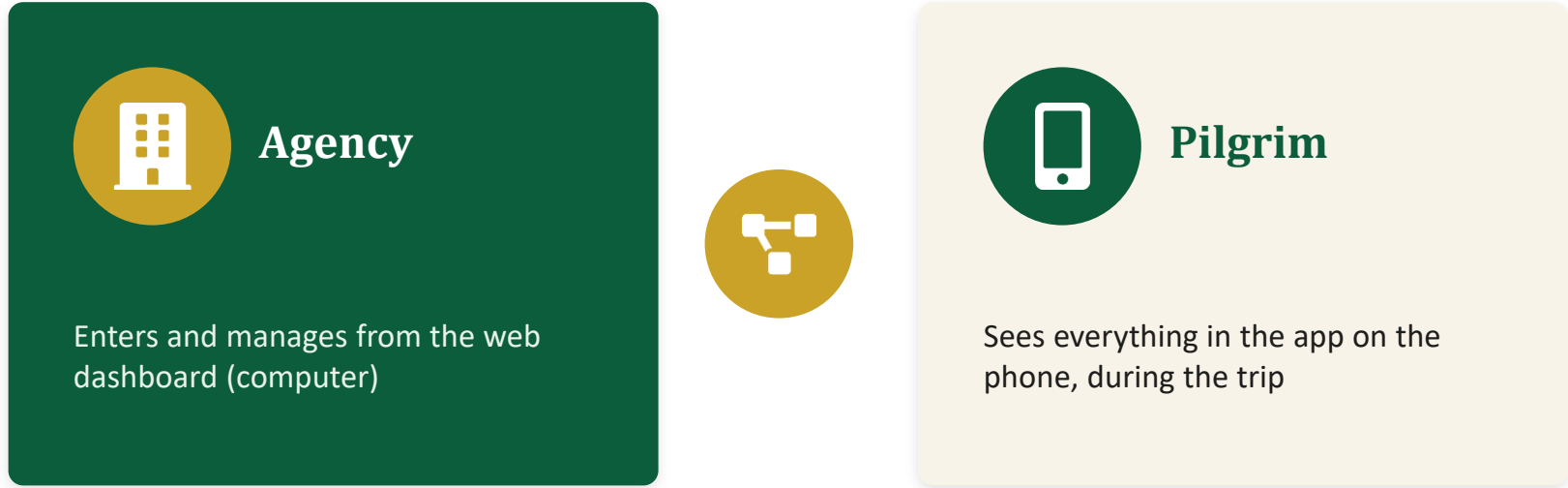


Part 2 — The App

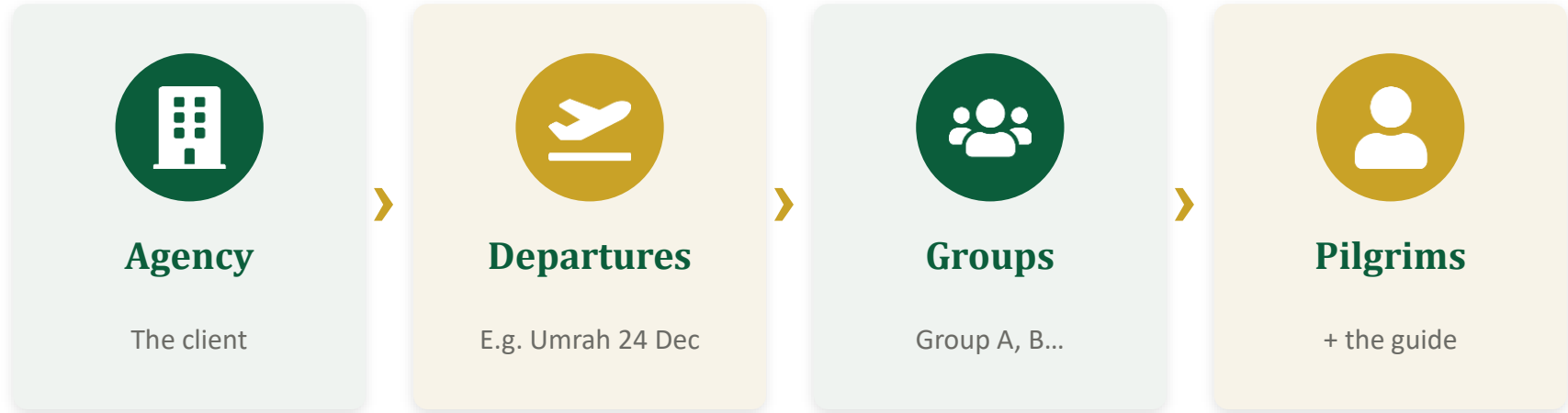
- For pilgrims and guides, on the phone
- Spiritual features and utilities
- Map, SOS, chat, radio
- Personal documents

How the system works

The dashboard and app share the same database: what the agency enters appears at once in the pilgrims' app.



How the data is organized



Each level sits "inside" the previous one: the agency creates departures, inside departures the groups, inside groups the pilgrims.



PART 1

The Dashboard

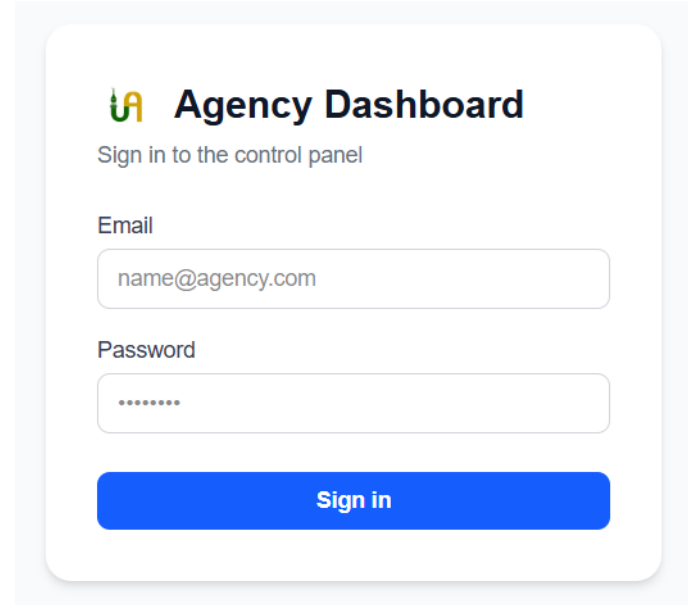
The agencies' web tool

Dashboard login



You log in from the browser, from any computer.

- The web address and credentials are provided to the agency upon subscription.
- Login with the agency's email and password
- The agency sees only its own data

A login form for the 'Agency Dashboard'. It features a logo with a stylized 'A' in green and yellow, followed by the text 'Agency Dashboard'. Below the title is the instruction 'Sign in to the control panel'. There are two input fields: 'Email' with the placeholder 'name@agency.com' and 'Password' with masked characters '.....'. A blue 'Sign in' button is at the bottom.

 **Agency Dashboard**

Sign in to the control panel

Email

name@agency.com

Password

.....

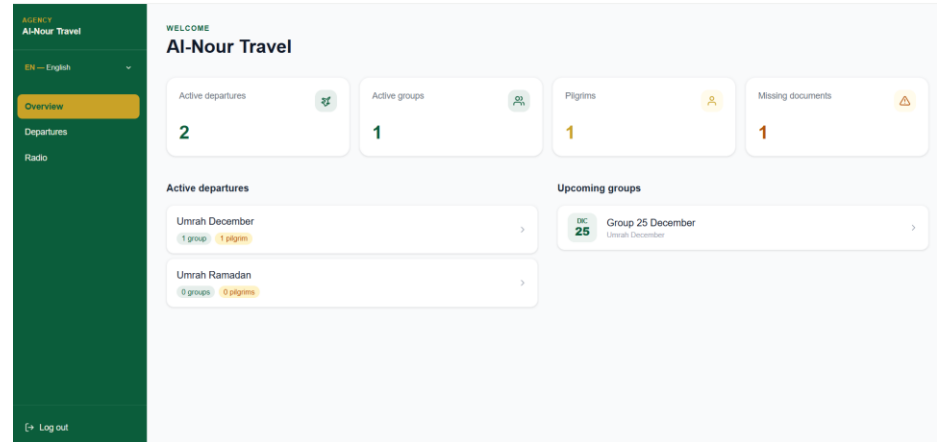
Sign in

Overview



The home screen after login.

- Numbers at a glance: departures, groups, pilgrims
- "Missing documents": who still has no visa or ticket
- List of active departures
- Upcoming departures



Departures



The main container of every trip.

- Create a departure with title and description
- Open a departure to manage its groups
- Archive past departures
- Restore from the archive when needed

Departures

Active

Archived

+ New departure

TITLE		DESCRIPTION		ACTIONS	
Umrah Ramadan		Umrah during the last days of Ramadan		Edit	Archive Delete
Umrah December		Departure Umrah During the December Holidays		Edit	Archive Delete

Groups



Inside each departure, one or more groups.

- Create the departure's groups (A, B, ...)
- Set the group's start and end dates
- Each group will have its own logistics
- Pilgrims are assigned to the group

[< Departures](#)

Umrah December
Departure Umrah During the December Holidays

Groups

New group

NAME	DATES	ACTIONS
Group 25 December	from 12/25/2026 to 01/05/2027	Edit Delete

Pilgrims



The heart of group management.

- Add pilgrims: name, gender, phone
- Indicate who is the group's guide
- The system generates the access code (XXX-XXXX)
- Edit or delete a pilgrim

< Umrah December

Group 25 December

📅 Logistics (schedule, hotels, flights)

Pilgrims

1 pilgrim, 1 guide + Add pilgrim

NAME	ROLE	GENDER	PHONE	ACCESS CODE	DOCUMENTS	ACTIONS
Ahmed Malek	Pilgrim	M	+39 3490800994	XNQ-7PWX Copy	Visa — Ticket —	Edit Documents Delete
Abderrahman Nabawi	★ Guide	M	326596752	9HN-P33K Copy	✓ Visa ✓ Ticket	Edit Documents Delete

Documents



Visa and ticket, for each pilgrim.

- Upload the pilgrim's visa (PDF)
- Upload the flight ticket (PDF)
- The pilgrim finds them in the app
- Replace or remove a document

Pilgrims

1 pilgrim, 1 guide

+ Add pilgrim

NAME	ROLE	GENDER	PHONE	ACCESS CODE	DOCUMENTS	ACTIONS
Ahmed Malek	Pilgrim	M	+39 3490800994	XNQ-7PWX Copy	Visa — Ticket —	Edit Documents Delete
Abderrahman Nabawi	★ Guide	M	326598752	9HN-P33K Copy	✓ Visa ✓ Ticket	Edit Close docs. Delete

Documents — Abderrahman Nabawi

X Close

Visa	Uploaded	View	Replace	Remove
Ticket	Uploaded	View	Replace	Remove

Logistics · Itinerary



The day-by-day itinerary.

- Add the days of the trip
- For each day: number, date, time, title
- Description of the activities
- Pilgrims see it in the app

< Group 25 December

Logistics — Group 25 December

Copy from another group

Schedule Hotels Flights

Daily schedule + Add

DAY	DATE	TIME	TITLE / DESCRIPTION	ACTIONS
1	12/25/2026	22:50	Arrive to Hotel Makkah Makkah Airport Hotel Transfer	Edit Delete
2	12/31/2026	13:00	Makkah - Madinah Transfer from Makkah hotel to Madinah hotel	Edit Delete
3	01/05/2027	05:00	Return Departure from Madinah Airport to Milan with a stopover in Jeddah	Edit Delete

Logistics · Hotels



The group's hotels, with location.

- Name, address, distance, phone
- Check-in and check-out dates (calendar)
- Location on map (search or click)
- In the app the pilgrim opens "Show location"

< Group 25 December

Logistics — Group 25 December

Copy from another group

Schedule Hotels Flights

Hotels + Add

NAME	ADDRESS / DISTANCE	CHECK-IN / OUT	PHONE	ACTIONS
Al Olayen al Khali Makkah	Street Ibrahim al khali 500 Metri dal Haram	Check-in: 12/24/2026 Check-out: 12/31/2026	+966565117443	Edit Delete
Royal Madinah	Al hijra Street 150 Metri da haram	Check-in: 12/31/2026 Check-out: 01/04/2027	+966565117555	Edit Delete

Logistics · Flights



Outbound and return, even with layovers.

- Outbound and Return sections
- Add multiple segments for layovers
- Airline, flight number, airports
- Separate dates and times

< Group 25 December

Logistics — Group 25 December

Copy from another group

ScheduleHotelsFlights

Outbound 1 segment + Add segment

LEG	FLIGHT NO.	DEPARTURE AIRPORT	ARRIVAL AIRPORT	ACTIONS
Leg 1	SV210 Saudi Airline	Milano Malpensa 12/25/2026 15:40	Jeddah 12/25/2026 22:50	Edit Delete

Return 2 segments (with stopover) + Add segment

LEG	FLIGHT NO.	DEPARTURE AIRPORT	ARRIVAL AIRPORT	ACTIONS
Leg 1	SV1423 Saudi Airlines	Madinah 01/05/2027 05:10	Jeddah 01/05/2027 06:15	Edit Delete
Leg 2 (stopover)	SV211 Saudi Airlines	Jeddah 01/05/2027 09:50	Milano Malpensa 01/05/2027 13:40	Edit Delete

Copy logistics between groups

If several groups share the same logistics, fill it in once and copy it.



Copy from another group

From the group's logistics, choose an already filled-in group.



Itinerary, hotels and flights together

They are all copied at once into the current group.



Then you edit the differences

The copies are independent: you only adjust what changes.

Radio: quota and credit

The radio has a usage cost: each agency has a free monthly quota, then uses credit.

Quota

Free minutes each month,
reset at the start of the
month

Credit

Rechargeable minutes, used
when the quota runs out

Block

When quota and credit run
out, the radio stops until
recharge

The agency's complete workflow

1

Create the departure

2

Create the groups

3

Add the pilgrims (codes)

4

Upload the documents

5

Enter the logistics

6

Hand the codes to the pilgrims



PART 2

The App

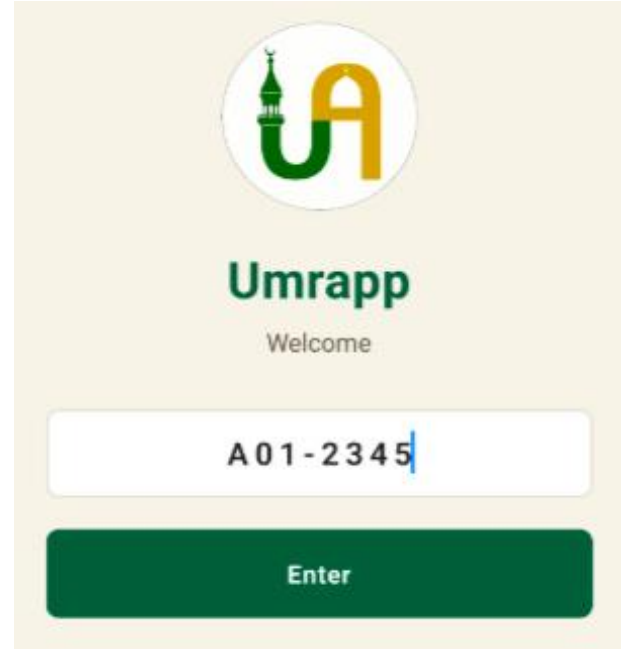
For pilgrims and guides

Login with code



The pilgrim logs in with their code.

- Enter the received code (XXX-XXXX)
- No complicated registration
- App available in 6 languages (including Arabic)
- One device per code



The image shows a mobile app login screen for 'Umrapp'. At the top is a circular logo featuring a green minaret and a yellow 'A'. Below the logo, the text 'Umrapp' is displayed in a bold green font, followed by 'Welcome' in a smaller grey font. A white input field contains the code 'A01-2345' with a blue cursor at the end. Below the input field is a large green button with the word 'Enter' in white text.

Spiritual features



Prayer times



Qibla



Tawaf and Sa'i



Quran



Rites guide



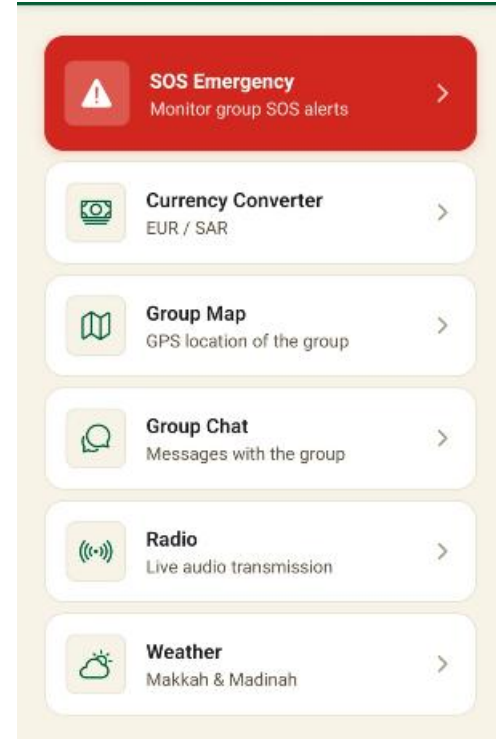
6 languages

Utilities



Practical tools for the trip.

- Currency converter
- Weather for Makkah and Madinah
- Always at hand
- Updated in real time

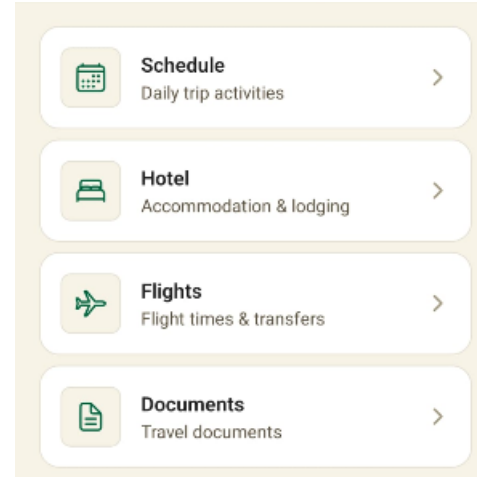


Logistics in the app



The whole trip on the phone.

- Day-by-day itinerary
- Hotels with location on the map
- Flights with any layovers
- Always those of your own group

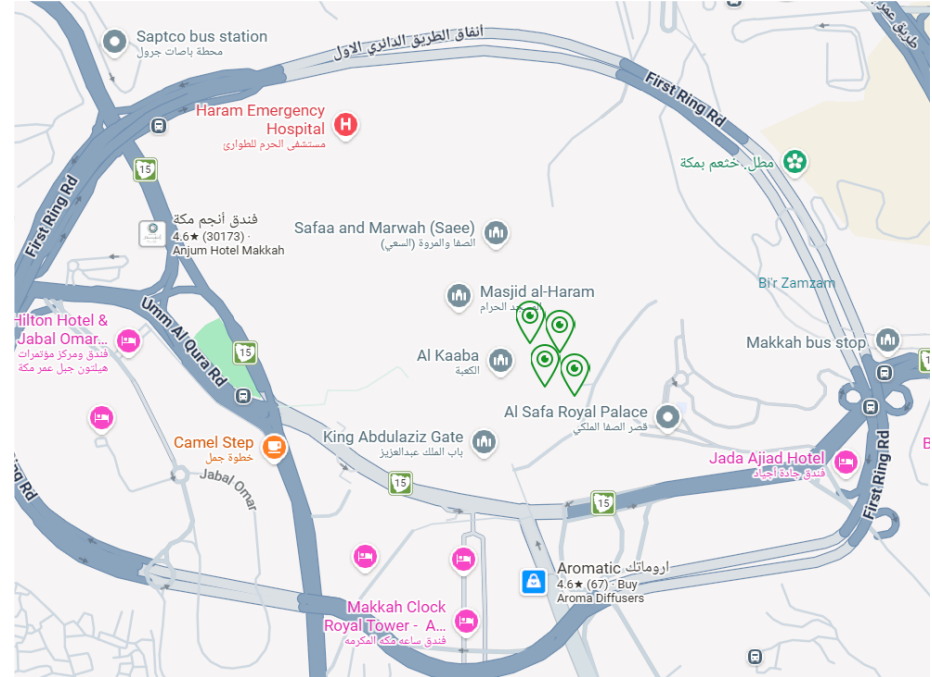


Group map



Stay together, even in the crowd.

- Group members' location on the map
- The guide activates the map when needed
- Useful in crowded places
- It turns off by itself when not needed

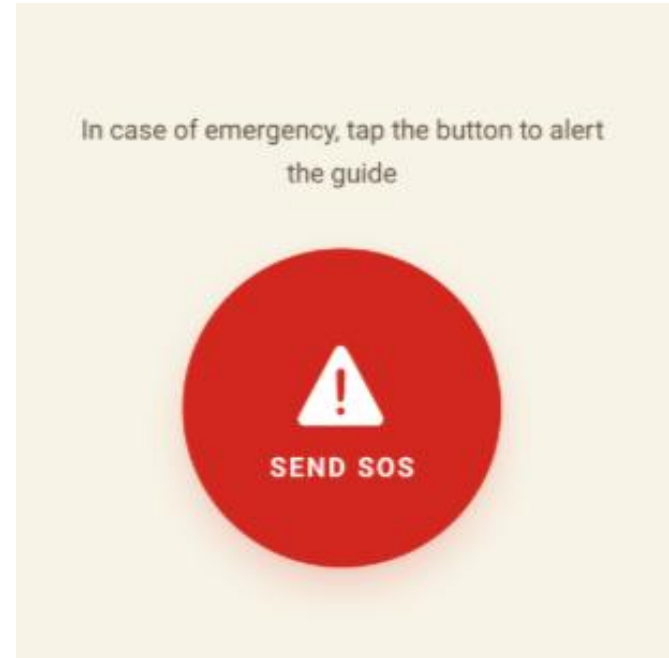


SOS



Immediate help when needed.

- The pilgrim sends an alert to the guide
- The guide receives the alert immediately
- Designed for emergencies
- Simple and immediate



Group chat



Communication between guide and pilgrims.

- Text messages in the group
- Voice messages
- All group members connected
- Notifications when a message arrives

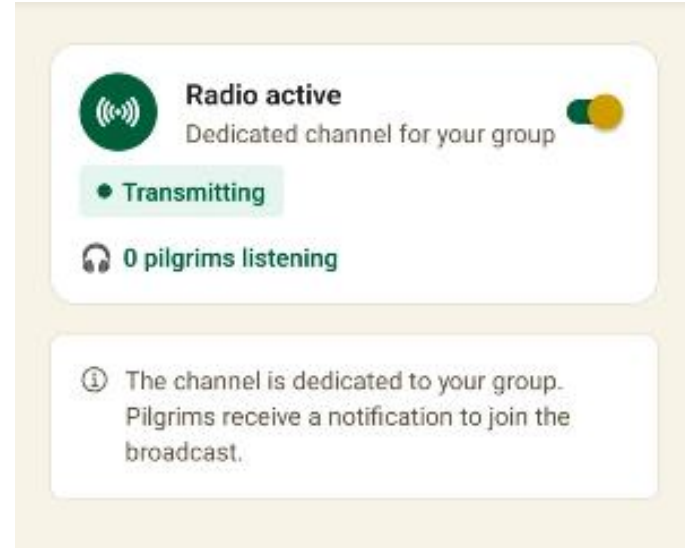


Live radio



The guide speaks, the pilgrims listen.

- The guide broadcasts live
- Pilgrims listen from the app
- Works even with the screen locked
- Ideal for explanations during the rites

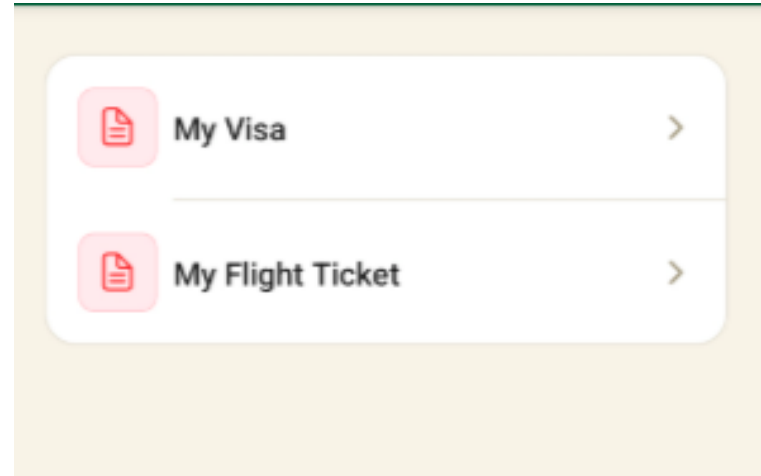


Personal documents



Visa and ticket always with you.

- The pilgrim sees their own visa
- And their own flight ticket
- Uploaded by the agency from the dashboard
- Available offline once opened



The guide's extra features

The guide has the same tools as the pilgrim, plus some controls.



Activate the group map

When they want pilgrims to share their location.



Start the radio

To speak live to the whole group.



Receives the SOS alerts

Pilgrims' alerts reach the guide.

Practical tips



One device per code

Each code works on only one phone at a time.



Permissions at startup

It's best to allow notifications and location to use everything.



Trip ended

When the agency archives the departure, access closes.



UmrApp

Your travel companion

For assistance, contact:

info@umrapp.net

+39 3717521385