

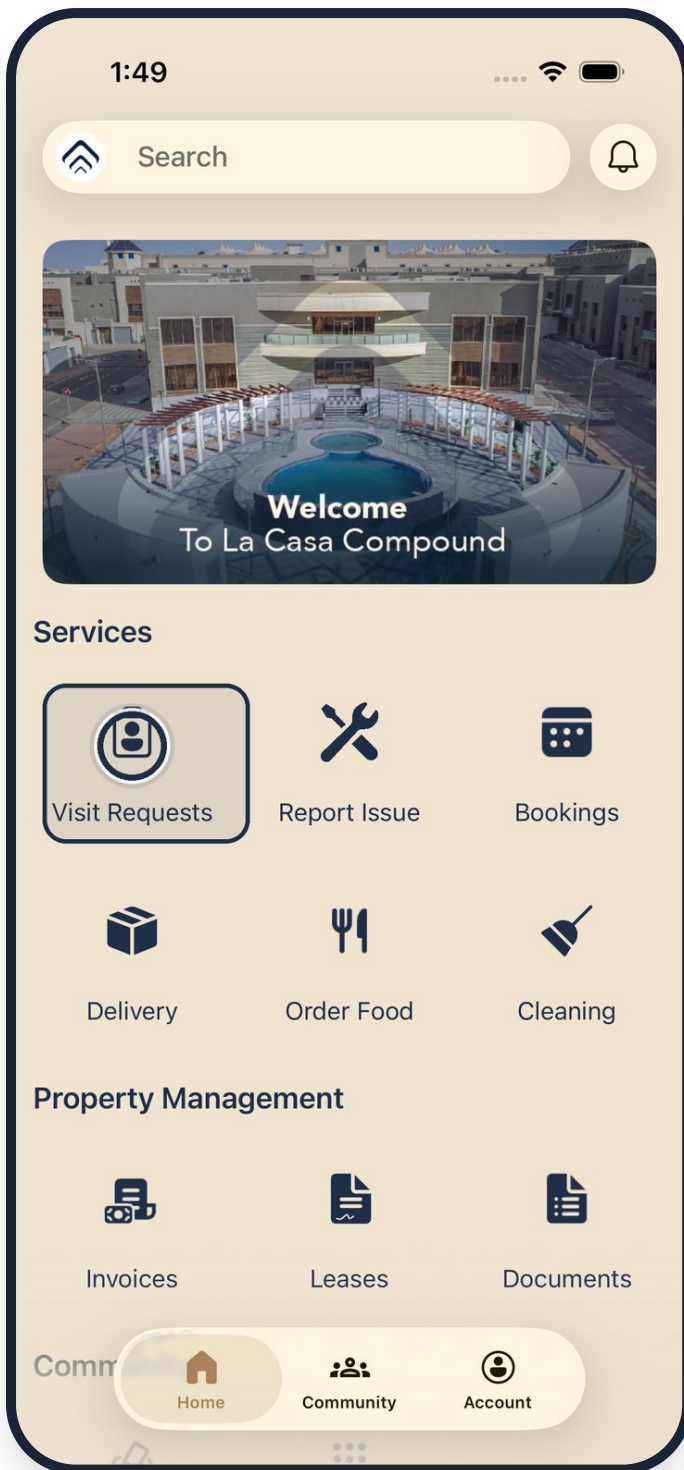


HOW-TO GUIDE

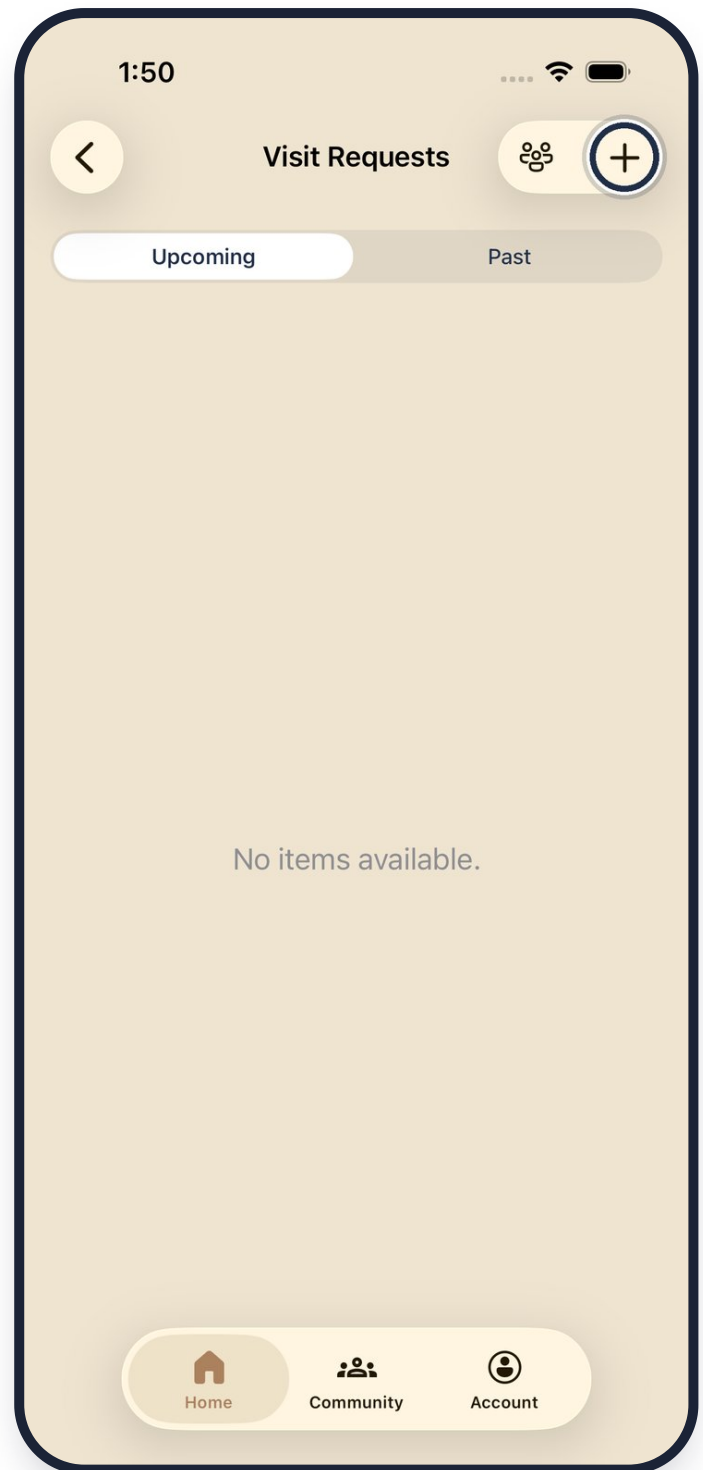
Register a visitor ahead of time

Expecting guests? Register them in the Al Akaria app before they arrive. Choose when they're visiting, add their details, and they'll receive their visit code by email and their visit details by text message, ready for the gate.

- | | |
|------------------------|---------------------------|
| 01 Home | 02 New request |
| 03 Start date | 04 Pick a day |
| 05 Arrival time | 06 End time |
| 07 Add visitors | 08 Choose visitors |
| 09 Name & email | 10 Country code |
| 11 Phone number | 12 ID (optional) |
| 13 Save | 14 Submit |
| 15 Track visits | 16 Saved visitors |

**01 HOME**

On the home screen, tap **Visit Requests** under Services.

**02 NEW REQUEST**

Your visits are listed here. Tap **+** at the top right to register a new one.

1:50

New Visit Request Submit

Starts Sep 22, 2026 1:55 PM

Ends Sep 22, 2026 1:55 PM

+ Add Visitors >

Home Community Account

03 START DATE

Under **Starts**, tap the date to choose the day your visitor arrives.

1:50

New Visit Request Submit

Starts Sep 25, 2026 1:55 PM

September 2026 > < >

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Home Community Account

04 PICK A DAY

Pick the **day of the visit** from the calendar.

1:53

New Visit Request Submit

Starts Sep 25, 2026 3:55 PM

Ends

+ Add V

1 53
2 54 AM
3 55 PM
4 56
5 57

Home Community Account

05 ARRIVAL TIME

Tap the time next to it and scroll the wheel to the **arrival time**.

1:56

New Visit Request Submit

Starts Sep 25, 2026 3:55 PM

Ends Sep 25, 2026 5:55 PM

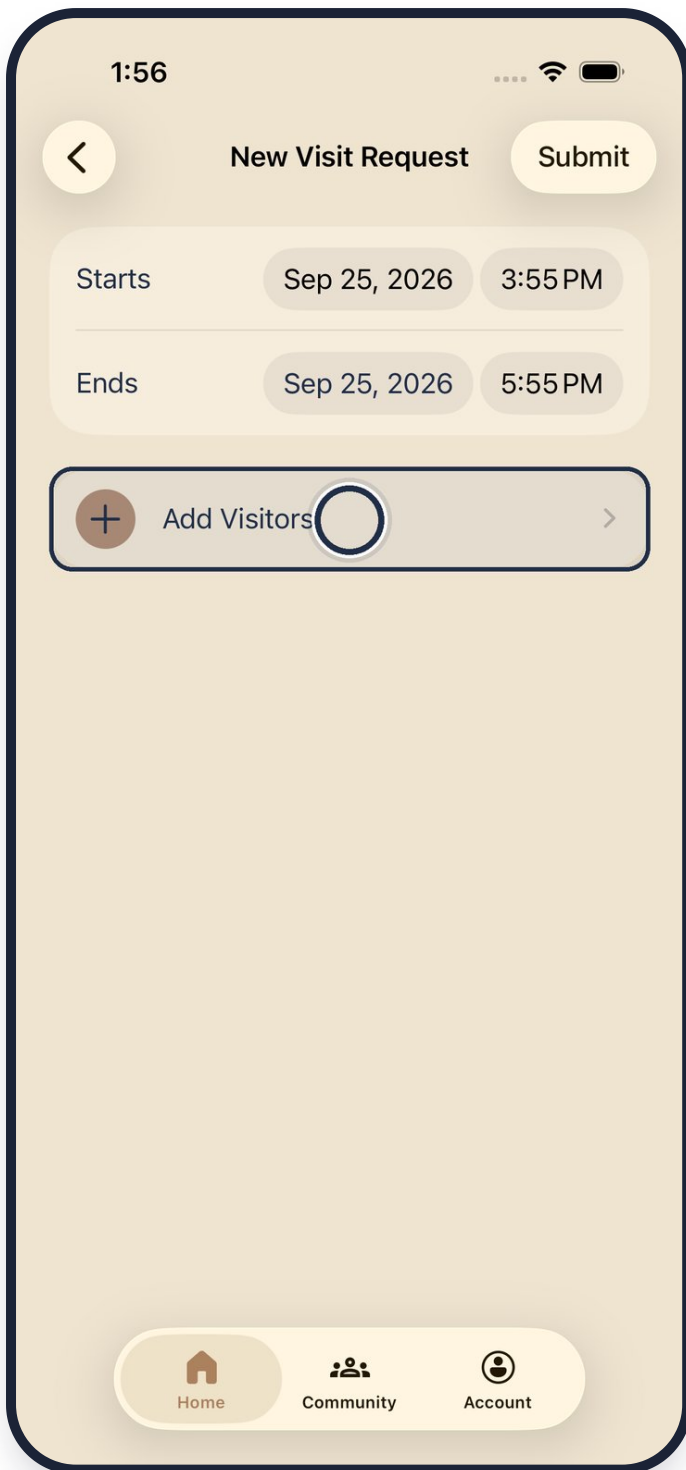
+ Add V

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7 57

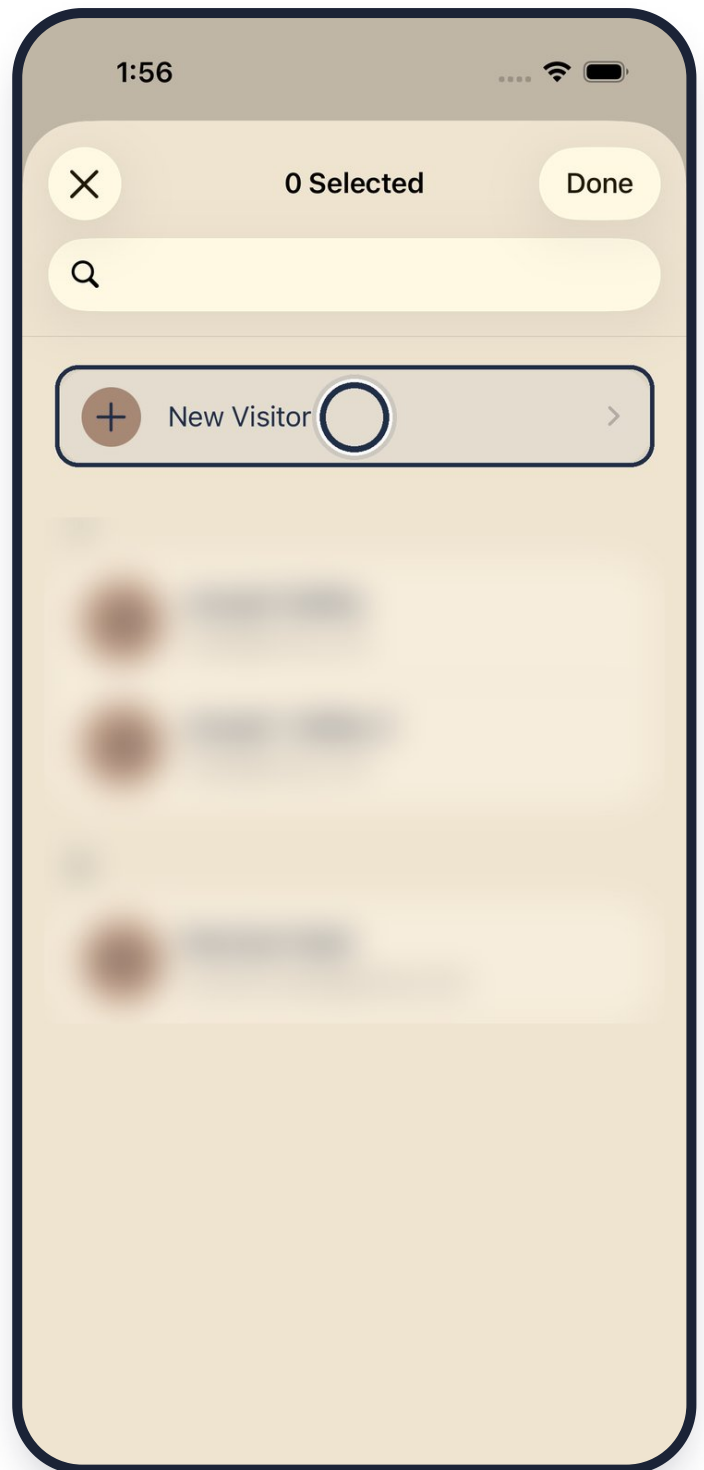
Home Community Account

06 END TIME

Do the same under **Ends** to set when the visit is over.

**07 ADD VISITORS**

With the time set, tap **Add Visitors**.

**08 CHOOSE VISITORS**

Tick visitors you've saved before, or tap **New Visitor** to add someone new.

1:57

✕ Create a New Visitor Save

* Required

First Name*
Sara

Last Name*
Ahmed

Email*
sara.ahmed@example.com

Your visitor will receive their visit code on this email

Phone Number*
Select Your Country >

Code Phone Number

"com"

q w e r t y u i o p
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123 😊 EN ↩
🌐 🎤

09 NAME & EMAIL

Enter their **name and email**. Their visit code is sent to this address.

1:57

✕ Choose your country

Current
+1 🇺🇸 United States

Frequently Used

+966 🇸🇦 Saudi Arabia

+971 🇦🇪 United Arab Emirates

+974 🇶🇦 Qatar

+965 🇰🇼 Kuwait

+973 🇧🇪 Bahrain

+968 🇴🇲 Oman

+962 🇯🇴 Jordan

+961 🇱🇧 Lebanon

+20 🇪🇬 Egypt

+963 🇸🇾 Syria

A

🔍 Search Country Codes

★
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10 COUNTRY CODE

Under Phone Number, choose the **country**, for example Saudi Arabia.

1:58

✕ Create a New Visitor Save

First Name*
Sara

Last Name*
Ahmed

Email*
sara.ahmed@example.com

Your visitor will receive their visit code on this email

Phone Number*
Saudi Arabia

+966 501234567

Your Visitor will receive their visit details on this number

1 2 3
ABC DEF

4 5 6
GHI JKL MNO

7 8 9
PQRS TUV WXYZ

+ * # 0

🌐

11 PHONE NUMBER

Type their **mobile number**. Visit details are sent to it by text.

1:59

✕ Create a New Visitor Save

First Name*
Ahmed

Email*
sara.ahmed@example.com

Your visitor will receive their visit code on this email

Phone Number*
Saudi Arabia

+966 501234567

Your Visitor will receive their visit details on this number

Nationality
Nationality

Identification

ID Type
Select

Issuing Country
Issuing Country

ID Number
ID Number

12 ID (OPTIONAL)

Optional: add their **nationality** and **ID** to speed things up at the gate.

1:59

✕ Create a New Visitor Save

Full Name*
Ahmed

Email*
sara.ahmed@example.com

Your visitor will receive their visit code on this email

Phone Number*
Saudi Arabia

+966 501234567

Your Visitor will receive their visit details on this number

Nationality
Nationality

Identification

ID Type
Select ▾

Issuing Country
Issuing Country

ID Number
ID Number

13 SAVE

Tap **Save**. The visitor is added to your list, ready to reuse next time.

1:56

< New Visit Request Submit

Starts Sep 25, 2026 3:55 PM

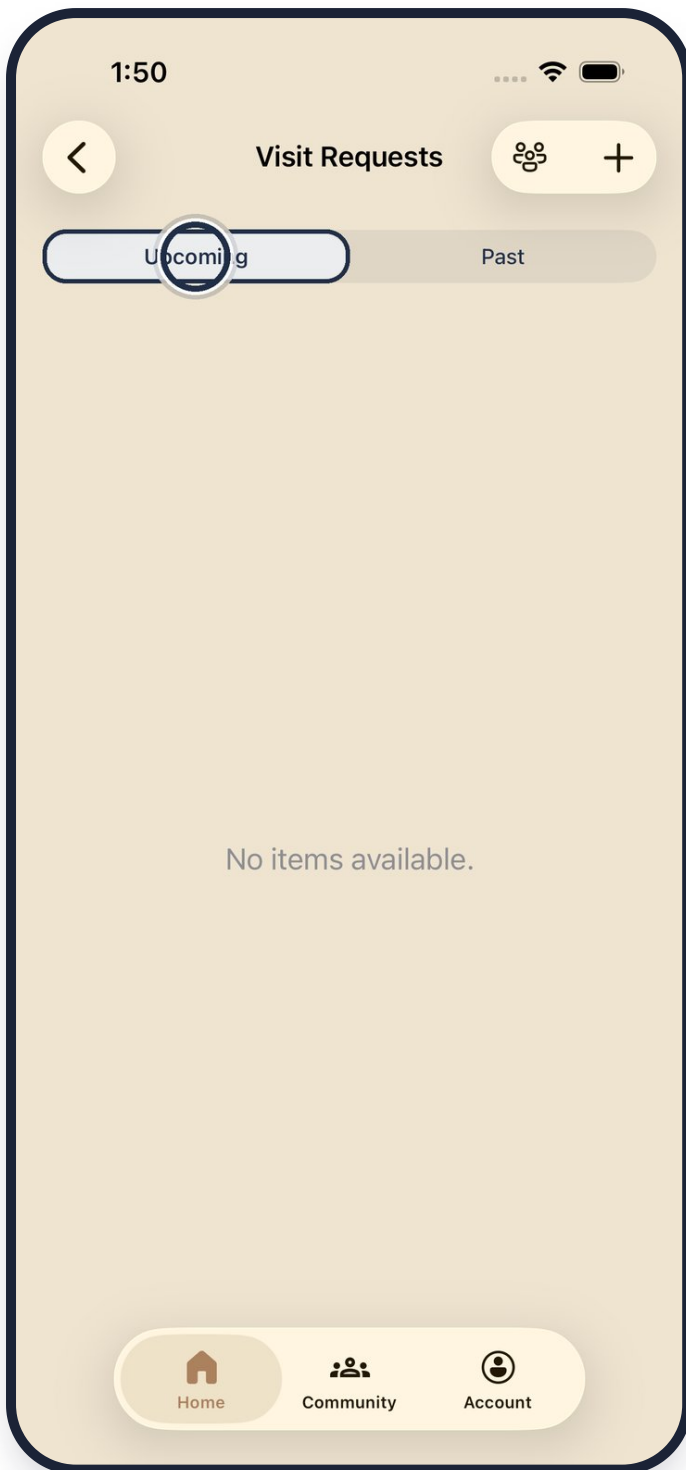
Ends Sep 25, 2026 5:55 PM

+ Add Visitors >

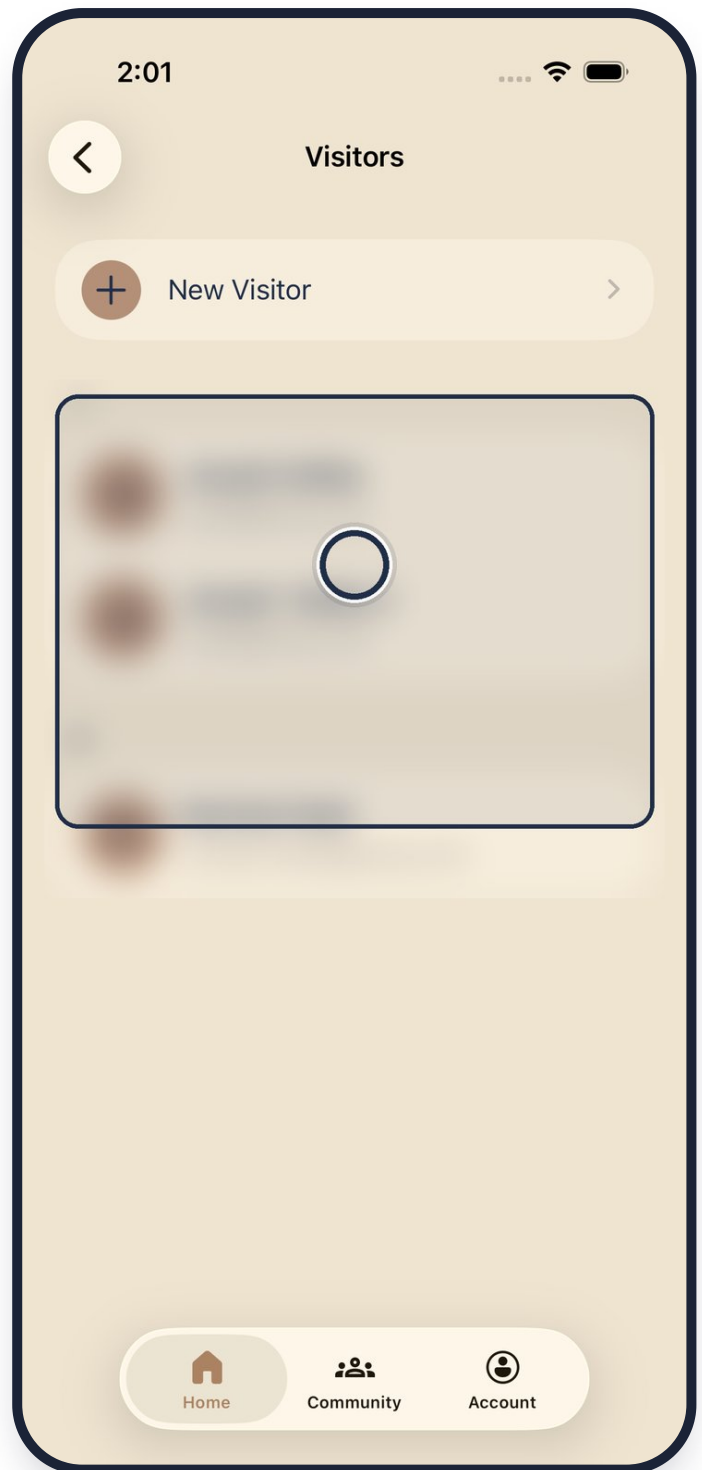
Home Community Account

14 SUBMIT

Tick your visitor, tap **Done**, then tap **Submit** at the top right of the request.

**15 TRACK VISITS**

Your visit shows under **Upcoming**, and moves to **Past** once it's over.

**16 SAVED VISITORS**

The **people icon** on Visit Requests opens your saved visitors, where you can add or update them.

Your visitor is expected

They'll get their **visit code by email** and their visit details by text, ready to show at the gate.

Double-check the email. That's where the visit code goes.

Set a realistic window. The code only works between the start and end time.

Regular guests? Saved visitors can be picked in one tap next time.