

Tatweer Educational Technologies



KINGDOM OF SAUDI ARABIA

MINISTRY OF EDUCATION

USER MANUAL -Certificate Verification Service



User Guide for Portal

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1. Introduction to the certificate verification service

The service allows applicants to verify their non-Saudi educational certificates electronically. The procedures are completed through the Ministry of Education and the Saudi Cultural Attachés Abroad, which address the teaching institution giving the certificate. The educational institution certifying the validity of the certificate, Such as the study method and the course.

2. Beneficiaries

The service allows those who wish to verify their certificates to submit a "Certificate Verification Request", and the beneficiary can follow up on his / her request until the verification result appears. This service also enables all government and private employment sectors to verify the validity of non-Saudi certificates, which is one of the requirements for obtaining a work permit (visa) And the Ministry of Labor and Social Development, Ministry of Civil Service and specialized bodies such as the Saudi Commission for Health Specialties, the Saudi Organization for Engineers, the Commission Saudi Arabia for Certified Public Accountants and all governmental and private entities that wish to verify the certificates of their employees.

3. User Guide

3.1. How to create a new account on verification service?

- Entering the website <http://cvs.moe.gov.sa/Account/Register>
- Fill up the form (e-mail should not be used perviously)

Nationality --- Select ---	Name According to passport (English)
Passport No.	Gender --- Select ---
Birth Date	Mobile Number
Email	Password
Confirm Password	

- Verifying contact number and e-mail address

Activation codes have been sent to your mobile and email.

National id AV6032252	Email abc@gmail.com
Mobile Number 00966561234567	
Mobile Activation Code	Email Activation Code

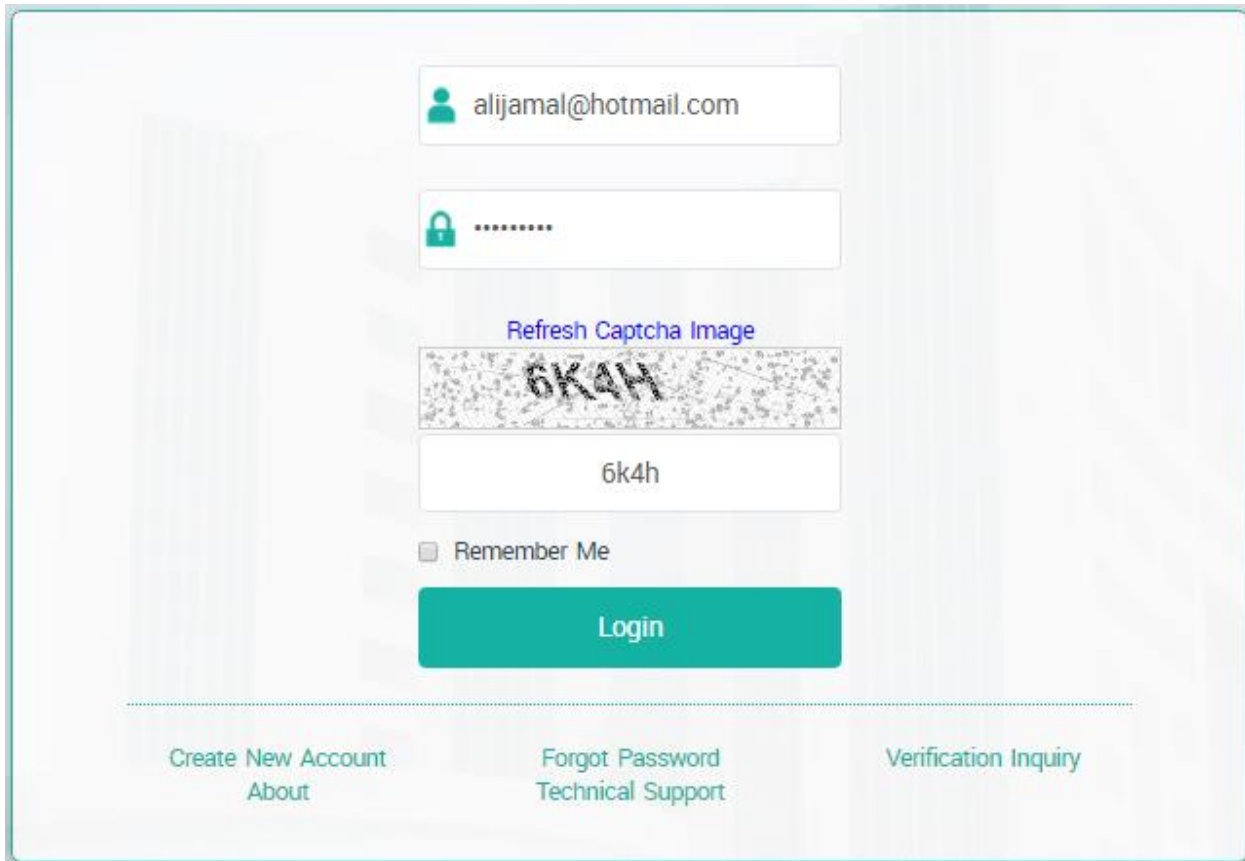
Resend Codes
Verify

Time remaining to enter the code : 02:33

Inquiries and Technical Support

3.2. How to apply for a new certificate verification request?

- Login to the account <http://cvs.moe.gov.sa>



alijamal@hotmail.com

.....

Refresh Captcha Image

6k4h

Remember Me

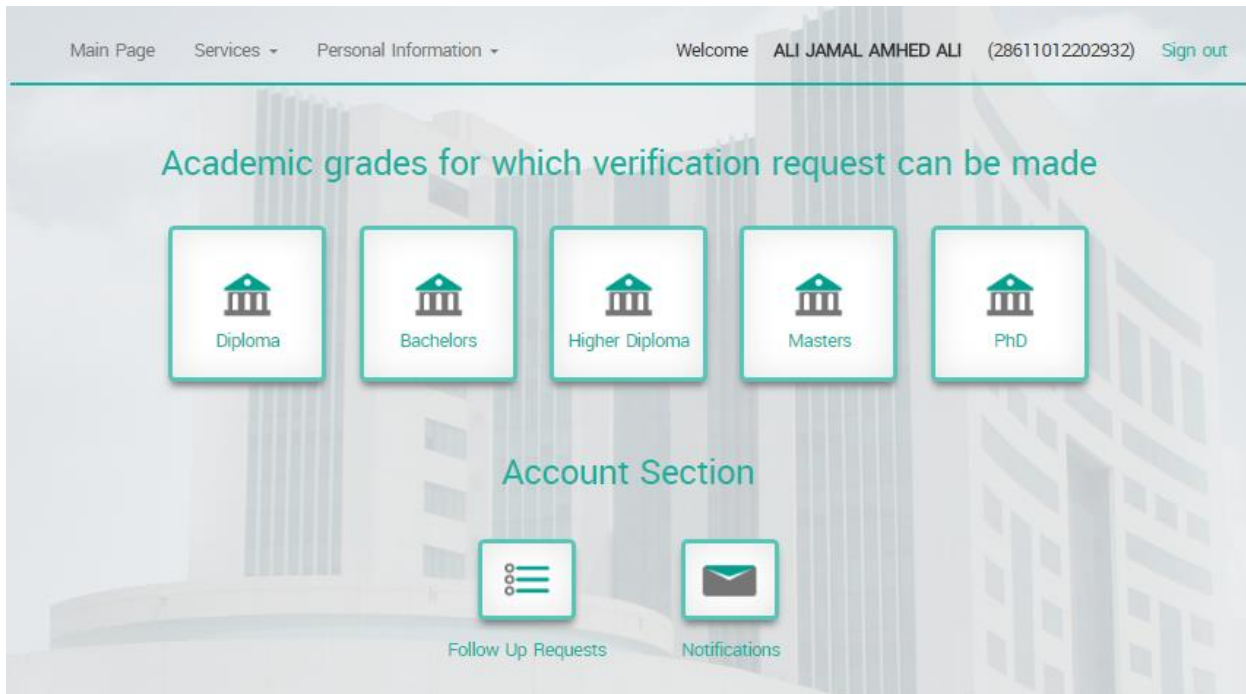
Login

Create New Account
About

Forgot Password
Technical Support

Verification Inquiry

- Select the designated degree



- Degree details

Degree Information

<p>Study Country</p> <div style="border: 1px solid #ccc; padding: 2px;">United Kingdom of Great Britain and Northern Ireland ▼</div>	<p>City</p> <div style="border: 1px solid #ccc; padding: 2px;">london</div>
<p>Institution Name</p> <div style="border: 1px solid #ccc; padding: 2px;">The Manchester Metropolitan University</div>	
<p>Program Title</p> <div style="border: 1px solid #ccc; padding: 2px;">Postgraduate Diploma in Information Technology ▼</div>	
<p>Major</p> <div style="border: 1px solid #ccc; padding: 2px;">Administration- information systems and technology</div>	
<p>Attendance Start Date</p> <div style="border: 1px solid #ccc; padding: 2px;">2010-02-03</div>	<p>Attendance End Date</p> <div style="border: 1px solid #ccc; padding: 2px;">2011-03-05</div>
<p>Academic Calendar Type</p> <div style="border: 1px solid #ccc; padding: 2px;">Semester-based ▼</div>	<p>Study Duration</p> <div style="border: 1px solid #ccc; padding: 2px;">One Year ▼</div>
<p>GPA or Percentage (e.g. 40%, 4/5, Good)</p> <div style="border: 1px solid #ccc; padding: 2px;">2.5</div>	<p>Student Academic Number</p> <div style="border: 1px solid #ccc; padding: 2px;">123123</div>
<p>Number of Course Hours Required for Graduation</p> <div style="border: 1px solid #ccc; padding: 2px;">60</div>	
<p>Graduation Requirements</p> <div style="border: 1px solid #ccc; padding: 2px;">Comprehensive Exam ▼</div>	
<p>Mode of Study</p> <div style="border: 1px solid #ccc; padding: 2px;">Fulltime Study ▼</div>	
<p>Area of Study</p> <div style="border: 1px solid #ccc; padding: 2px;">Management & Law ▼</div>	<p>Field of Study</p> <div style="border: 1px solid #ccc; padding: 2px;">Commercial and Business Administration ▼</div>

Part of studies attended at another Educational Institution

- Transfer hours details

Certificate Verification Request Higher Diploma

1 General Conditions > 2 Degree Information > 3 Transferred Hours > 4 Previous Studies > 5 Documents > 6 Finish Request

Transferred Hours

Please specify the transferred hours done at another university

Add

No records found

Previous Next

- Previous studies details

Certificate Verification Request Higher Diploma

1 General Conditions > 2 Degree Information > 3 Transferred Hours > 4 Previous Studies > 5 Documents > 6 Finish Request

Previous Studies

Please list your previous studies achievements

Add

No records found

Previous
Next

Certificate Verification Request Higher Diploma

1 General Conditions > 2 Degree Information > 3 Transferred Hours > 4 Previous Studies > 5 Documents > 6 Finish Request

Previous Studies

Please list your previous studies achievements

Add

Country / Degree	Major / University	Duration	Action
United Kingdom of Great Britain and Northern Ireland Bachelor	MIS Bucks New University	Number of Transferred Hours : 120 Start : 2008 - February End : 2009 - December	Edit Delete

Previous
Next

- Required documents

Documents		Show All
1	National Identity	Upload / View 0
2	Travel Passport (First Page)	Upload / View 0
3	Higher Diploma Degree	Upload / View 0
4	Higher Diploma Degree Transcript	Upload / View 0
5	Transfer Hours Transcript	Upload / View 0
6	<p>Letter of Consent</p> <p>Steps to upload Consent Letter</p> <ul style="list-style-type: none"> • Download Consent Letter from this link • Print the letter and sign it • Scan the file after signing it • Upload the scanned documents <p>Consent Letters not bearing hand written signatures would not be accepted by the Certificate Verification Department</p>	Upload / View 0
7	Bachelor's Degree (Previous Studies)	Upload / View 0
8	Bachelor's Degree Transcript (Previous Studies)	Upload / View 0
9	Other Documents	Upload / View 0

Previous Next

- Consent(Consent should be downloaded from [link](#) then signed and uploaded).

6	<p>Letter of Consent</p> <p>Steps to upload Consent Letter</p> <ul style="list-style-type: none"> • Download Consent Letter from this link • Print the letter and sign it • Scan the file after signing it • Upload the scanned documents <p>Consent Letters not bearing hand written signatures would not be accepted by the Certificate Verification Department</p>	Upload / View 0
---	---	-----------------

Kingdom of Saudi Arabia
Ministry of Education - Higher Education
Deputy for Educational Affairs
Certificate Verification Service



Date: 19-02-2018
Written Consent

Written Consent

To: Student Records
At: The Manchester Metropolitan University

I hereby authorize the Saudi Arabian Ministry of Education - Higher Education and The Saudi Cultural Bureau to enquire and receive any information relevant to my previous academic study, including transcript, certificate, grades, and the nature and content of my completed coursework at your university. Your cooperation in this matter is greatly appreciated.

Sincerely yours,

Name: ALI JAMAL AMHED ALI
D.O.B: 04-03-1981
Academic Number: 123123
Email: alijamal@hotmail.com
Mobile: 009664333900

Signature:

- Making payment

Fees Payment

Payment Status : Unpaid

Legal Text (English)...

Pay

Finish Request

Card Enter your card number

SADAD


Card Number * 5271 0454 2302 9111 ✓

Card Expiry Date * 02 2019

CVV2 * ...

Card Holder Name * ali

Submit Cancel



5271 0454 2302 9111
02 / 2019 ALI

Your payment was successful!

Gateway Status Code: 0000

Gateway Status Description: Payment processed successfully.

This page will be automatically submitted in [13] seconds

Submit

Fees Payment

Service Fee : S.R.
Payment Status : **Paid**
Transaction Number : MOE18030611403177219

Finish Request

All documents reviewed and their authenticity and clarity confirmed

Comment

Send Request

- Submitting request

Finish Request

All documents reviewed and their authenticity and clarity confirmed

Comment

Send Request

3.3. How to follow up requests?

- Requests are shown on the applicant main page and can know the request status under the link "Status".

Student Information		Statistics	
National Id	28611012202932	Evaluated Requests	2
Student Name	ALI JAMAL AMHED ALI	Pending Requests	2
Nationality	Egypt	Incomplete Requests	2
Residence Country		Defective Requests	0
Email	alijamal@hotmail.com	Archived Requests	0
Mobile	009664333900	Rejected Requests	0
		<u>Total Requests</u>	6

Request Number	Submit Date / Status	Country / Degree	Major / University	Action
HD2018528670	Request incomplete	United Kingdom of Great Britainand Northern Ireland Higher Diploma	Administration- information systems and technology The Manchester Metropolitan University	Complete Delete
BC2018479293	Request incomplete	United Kingdom of Great Britainand Northern Ireland Bachelor	Advance Software Engineering University of Cambridge	Complete Delete
MS2018284418	2018-02-12 Request evaluated	United Kingdom of Great Britainand Northern Ireland Master	Business Administration - International Business A. T. STILL UNIVERSITY OF HEALTH SCIENCES	View Print Result
MS2018834379	2018-02-11 Request pending	United Kingdom of Great Britainand Northern Ireland Master	Advanced Software Engineering University of Cambridge	View Status
MS2018900210	2018-02-07 Request pending	United Kingdom of Great Britainand Northern Ireland Master	Computer and Network Security and ICT Managem... University of Cambridge	View Status

3.4. How to respond to the request with incompletd documents?

There are two ways to responde to requests; via the link sent on the e-mail or by using follow up request on the applicant portal.

Follow Up Requests

Student Information		Statistics	
National Id	2430807563	Evaluated Requests	2
Student Name	Jhon Steevart	Pending Requests	0
Nationality	United Kingdom of Great Britainand Northern Ireland	Incomplete Requests	1
Residence Country	Northern Ireland	Defective Requests	2
Email	haseeb_47@yahoo.com	Archived Requests	0
Mobile	00966567917046	Rejected Requests	0
		Total Requests	5

Request Number	Submit Date / Status	Country / Degree	Major / University	Action
DC2018875286	2018-02-27 Request defective	United Kingdom of Great Britainand Northern Ireland Doctorate	3D Design for Virtual Environment Aberystwyth University	View Defects

- For replying on incomplete request, the needed documents have to be uploaded then sent again

Request Number DC2018875286

Required Documents

Remaining Days: 3
Submission Deadline: 2018-03-02
Remarks:

Files	Show All
<p>Letter of Consent</p> <p>Steps to upload Consent Letter</p> <ul style="list-style-type: none"> • Download Consent Letter from this link • Print the letter and sign it • Scan the file after signing it • Upload the scanned documents <p style="color: red; font-weight: bold;">Consent Letters not bearing hand written signatures would not be accepted by the Certificate Verification Department</p>	<div style="background-color: #00a68f; color: white; padding: 5px; border-radius: 5px;">Upload / View 0</div>
<p>2 Travel Passport Complete</p>	<div style="background-color: #00a68f; color: white; padding: 5px; border-radius: 5px;">Upload / View 0</div>

Send Missing Documents

3.5. How to complete certificate verification request?

- when the request is not completed, the request status (incomplete request) appears in the follow-up request list and by selecting complete request, request status after finishing will be completed .

Follow Up Requests

Student Information	
National Id	28611012202932
Student Name	ALI JAMAL AMHED ALI
Nationality	Egypt
Residence Country	
Email	alijamal@hotmail.com
Mobile	009664333900

Statistics	
Evaluated Requests	2
Pending Requests	2
<u>Incomplete Requests</u>	2
Defective Requests	0
Archived Requests	0
Rejected Requests	0
Total Requests	6

Request Number	Submit Date / Status	Country / Degree	Major / University	Action
HD2018528670	Request incomplete	United Kingdom of Great Britainand Northern Ireland Higher Diploma	Administration- information systems and technology The Manchester Metropolitan University	Complete Delete
BC2018479293	Request incomplete	United Kingdom of Great Britainand Northern Ireland Bachelor	Advance Software Engineering University of Cambridge	Complete Delete

Previous 1 / 1 Next


3.6. How to change password?


- Applicant can change password via personal information option.


Main Page Services ▾ Personal Information ▾ Welcome ALI JAMAL AMHED ALI (28611012202932) Sign out


[Change Personal Information](#)
[Change Password](#)


Academic grades for which verification request can be made


 Diploma



 Bachelors



 Higher Diploma


 Masters


 PhD

Account Section


 Follow Up Requests


 Notifications

- Changing password screen

Change Password

Current Password

New Password

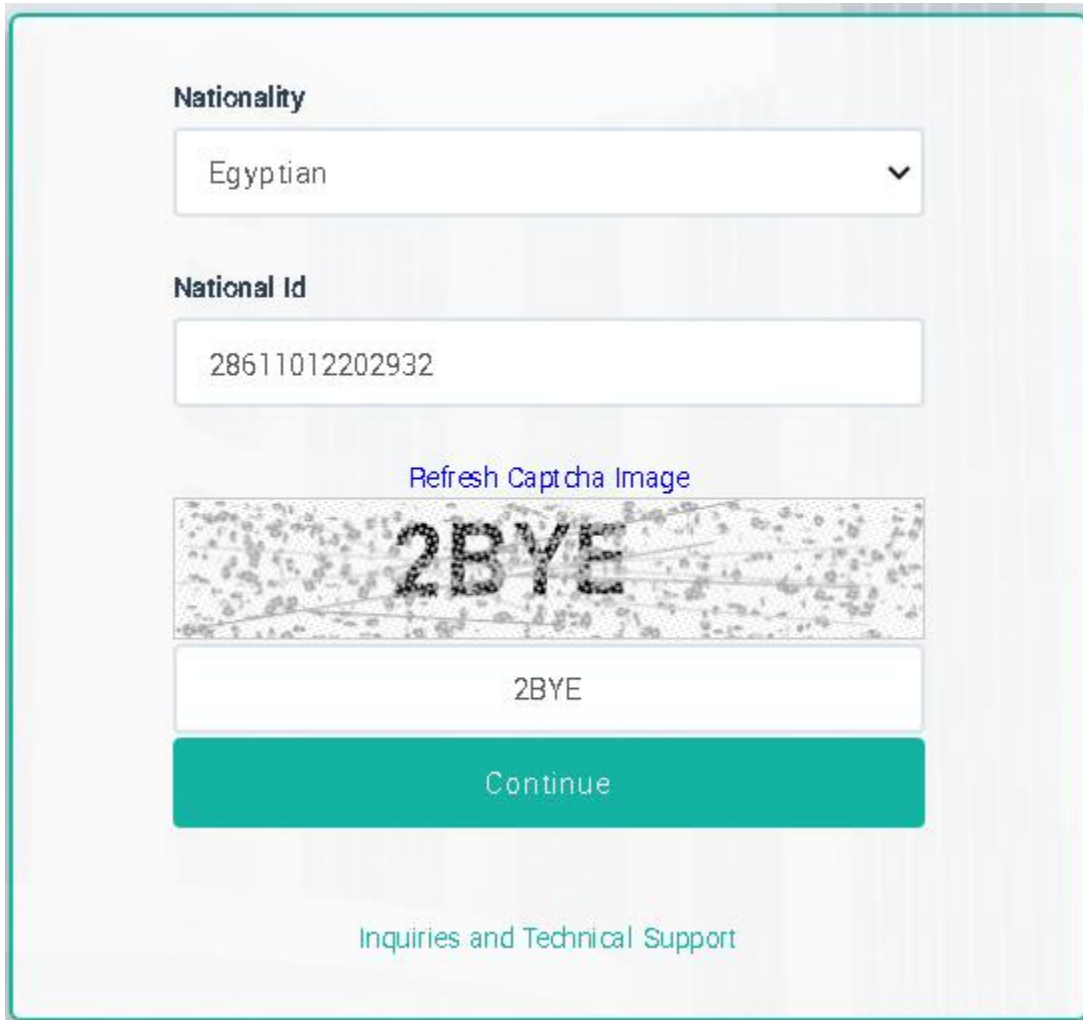
Confirm New Password

Password Rules:

- Should be 8 or more characters.
- Should contain atleast one letter.
- Should contain atleast one digit.
- Should contain atleast one symbol.
- Should not contain National ID or part of the name.

3.7. How to reset password?

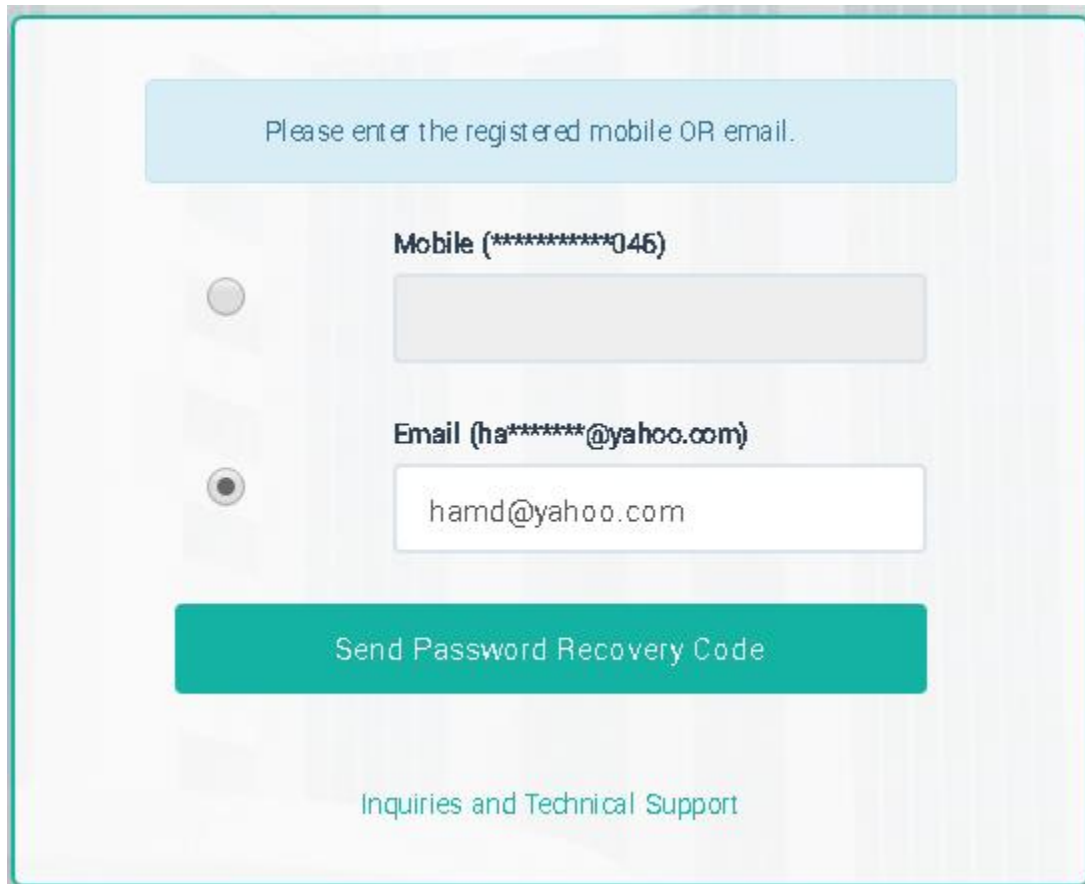
- password can be retrieved using the forgot password link on the home page of the site.



The screenshot shows a verification form with the following elements:

- Nationality**: A dropdown menu with "Egyptian" selected and a downward arrow.
- National Id**: A text input field containing the number "28611012202932".
- Refresh Captcha Image**: A blue text link above a captcha image.
- Captcha Image**: A rectangular image with a noisy background and the text "2BYE" in the center.
- Captcha Input**: A text input field containing the text "2BYE".
- Continue**: A large teal button.
- Inquiries and Technical Support**: A teal text link at the bottom.

- the temporary password will be sent through two ways; e-mail or contact number .



Please enter the registered mobile OR email.

Mobile (*****046)



Email (ha*****@yahoo.com)

[Send Password Recovery Code](#)



[Inquiries and Technical Support](#)

3.8. What are the results of verification of the certificate?



- Authenticated

 07-02-2018		 وزارة التعليم Ministry of Education		المملكة العربية السعودية وزارة التعليم KINGDOM OF SAUDI ARABIA MINISTRY OF EDUCATION	
Notice of the Certificate Verification Request			إشعار بنتيجة طلب التحقق من الشهادة (المصادقة)		
Request Info:			بيانات الطلب :		
Request No.	BC2018716377	BC2018716377	رقم الطلب		
National ID	28611012202932	28611012202932	الرقم القومي		
Nationality	Egyptian	مصري	الجنسية		
Full Name	ALI JAMAL AMHED ALI	على جمال احمد على	الاسم		
Birthdate	04/03/1981	1981/3/4	تاريخ الميلاد		
Gender	Male	ذكر	الجنس		
Passport No.	A08629768	A08629768	رقم الجواز		
Country Of Study	Egypt	مصر	بلد الدراسة		
Degree According To Certificate	Bachelor	بكالوريوس	الدرجة حسب الشهادة		
Major	Medicine and Surgery	الطب و الجراحة	التخصص		
Programme Title	Bachelor in Medical and Surgery	بكالوريوس في الطب والجراحة	مسمى الشهادة		
Institution Name	جامعة القاهرة	جامعة القاهرة	المؤسسة التعليمية		
Graduation Year	2012	2012	سنة التخرج		
Result of Verification:			نتيجة التحقق:		
Certificate Verification	Authenticated	مصادقة	التحقق من الشهادة		
Degree Verification	Bachelor	البكالوريوس	التحقق من الدرجة		

- Authenticated with notes

Notice of the Certificate Verification Request		إشعار بنتيجة طلب التحقق من الشهادة (المصادقة)	
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">  07-02-2018 </div> <div style="text-align: center;">  وزارة التعليم Ministry of Education </div> <div style="text-align: right;"> المملكة العربية السعودية وزارة التعليم KINGDOM OF SAUDI ARABIA MINISTRY OF EDUCATION </div> </div>			
Request Info:		بيانات الطلب :	
Request No.	BC2018716377	BC2018716377	رقم الطلب
National ID	28611012202932	28611012202932	الرقم القومي
Nationality	Egyptian	مصري	الجنسية
Full Name	ALI JAMAL AMHED ALI	علي جمال احمد علي	الاسم
Birthdate	04/03/1981	1981/3/4	تاريخ الميلاد
Gender	Male	ذكر	الجنس
Passport No.	A08629768	A08629768	رقم الجواز
Country Of Study	Egypt	مصر	بلد الدراسة
Degree According To Certificate	Bachelor	بكالوريوس	الدرجة حسب الشهادة
Major	Medicine and Surgery	الطب و الجراحة	التخصص
Programme Title	Bachelor in Medical and Surgery	بكالوريوس في الطب والجراحة	مسمى الشهادة
Institution Name	جامعة القاهرة	جامعة القاهرة	المؤسسة التعليمية
Graduation Year	2012	2012	سنة التخرج
Result of Verification:		نتيجة التحقق:	
Certificate Verification	Authenticated with notes	مصادقة مع ملاحظة	التحقق من الشهادة
Degree Verification	Bachelor	البكالوريوس	التحقق من الدرجة
Remarks		الملاحظات	
1. The year of excellence and appreciation of the professional competence must be checking by SCFHS		1. ويترك التأكد من اجتياز سنة الامتياز وتقدير كفاءته المهنية للهيئة السعودية للتخصصات الصحية	

- Unauthenticated

 07-02-2018		 وزارة التعليم Ministry of Education		المملكة العربية السعودية وزارة التعليم KINGDOM OF SAUDI ARABIA MINISTRY OF EDUCATION	
(Unauthenticated/عدم مصادقة)					
Notice of the Certificate Verification Request			إشعار بنتيجة طلب التحقق من الشهادة (المصادقة)		
Request Info:			بيانات الطلب :		
Request No.	BC2018716377	BC2018716377	رقم الطلب		
National ID	28611012202932	28611012202932	الرقم القومي		
Nationality	Egyptian	مصري	الجنسية		
Full Name	ALI JAMAL AMHED ALI	علي جمال احمد علي	الاسم		
Birthdate	04/03/1981	1981/3/4	تاريخ الميلاد		
Gender	Male	ذكر	الجنس		
Passport No.	A08629768	A08629768	رقم الجواز		
Country Of Study	Egypt	مصر	بلد الدراسة		
Degree According To Certificate	Bachelor	بكالوريوس	الدرجة حسب الشهادة		
Major	Medicine and Surgery	الطب و الجراحة	التخصص		
Programe Title	Bachelor in Medical and Surgery	بكالوريوس في الطب والجراحة	مسمى الشهادة		
Institution Name	جامعة القاهرة	جامعة القاهرة	المؤسسة التعليمية		
Graduation Year	2012	2012	سنة التخرج		
Result of Verification:			نتيجة التحقق:		
Certificate Verification	Unauthenticated	عدم مصادقة	التحقق من الشهادة		
Reasons			الاسباب		
1. The study was conducted through distance education			1. أن الدراسة تمت عن بعد		

4. Most Common Questions

4.1. What is the Certificate Verification Service?

The service allows applicants to verify their non-Saudi educational certificates electronically. The procedures are completed through the Ministry of Education and the Saudi Cultural Missions Abroad, which communicate with the issuing institutions.

4.2. Why do I need to verify the certificate?

Verification of the certificate is a requirement to obtain a work permit from the Ministry of Foreign Affairs in the Kingdom of Saudi Arabia and other ministries such as, The Ministry of Labor and Social Development, the Ministry of Civil Service and specialized bodies such as the Saudi Commission for Health Specialties, the Saudi Organization for Engineers, the Saudi Organization for Certified Public Accountants and all government agencies. And those who wish to check the certificates of their employees.

4.3. How can applicants see their verification result?

- Through <http://cvs.moe.gov.sa/requestinquiry.aspx> the applicant needs to enter their national ID, Passport number, request number or through barcode.

تم إنهاء إجراءات الطلب رقم BC2018716377 بتاريخ : 07-02-2018 (عدم مصادقة)
 طباعة إشعار النتيجة

Request Info			
Request Number	BC2018716377	BC2018716377	رقم الطلب
National ID	28611012202932	28611012202932	رقم القومي
Nationality	Egyptian	مصري	الجنسية
Full Name	ALI JAMAL AMHED ALI	علي جمال احمد علي	الاسم
Birth Date	04-03-1981	04-03-1981	تاريخ الميلاد
Gender	Male	ذكر	الجنس
Passport No	A08629768	A08629768	رقم الجواز
Country of Study	Egypt	مصر	بلد الدراسة
Degree According To Certificate	Bachelor	بكالوريوس	الدرجة حسب الشهادة
Major	Medicine and Surgery	الطب و الجراحة	التخصص
Programme Title	Bachelor in Medical and Surgery	بكالوريوس في الطب والجراحة	مسمى الشهادة
Institution Name	جامعة القاهرة	جامعة القاهرة	المؤسسة التعليمية
Graduation Year	2012	2012	سنة التخرج

Result of Verification			
Certificate Verification	Unauthenticated	عدم مصادقة	التحقق من الشهادة
Degree Verification	Bachelor	البكالوريوس	التحقق من الدرجة
Reason	The study was conducted through distance education	أن الدراسة تمت عن بعد	الاسباب

4.4. How is the certificate verified?

How is the certificate verified? This is done through several procedures:

- Initial verification of the application for verification of the certificate with the Ministry of Education.
- Address the educational institution giving the certificate to verify the validity of the issuance and access to the qualification and also academic information such as the method of study and the course.
- Make a verification decision (authentication, authentication with note, not authentication with reason).
- Notify the beneficiary of the verification result by text message and e-mail.

4.5. What certificates are verified?

Diploma (After Highschool), Bachelor, High Diploma, Master, Ph.D.

4.6. What are service charges?

500 SR or 136 USD per verified certificate does not include educational institution fees if applicable and VAT.

4.7. Can I refund service charges?

Service fees can not be refunded if the application is sent to the Certificate Verification Service.

4.8. What are the payments methods?

- Credit Card(Visa, Master Card)
- Sadad
- E-wallet, Enjaz which belongs to the certified office from the Ministry of Foreign Affairs.

4.9. If it is a requirement for the educational institution to verify the certificate, who is responsible for paying it?

The applicant shall pay full tuition fees to the educational institution, together with proof thereof during the submission of the application.

4.10. Does the certificate verification service apply for more than one application for the same degree?

Yes, you can apply for more than one application for the same degree under the condition of holding multiple certificates for the same degree.

4.11. What are the requirements for certificate verification for diploma degree?

- Payment of service charges
- Pay the fees of the educational institution and attach a document (if required from the educational institution)
- National identity (by country)
- Passport (front page)
- Diploma (minimum of one year)
- Diploma degree
- Delegation (by country)
- High School certificate
- The diploma program should be a post-secondary program.

4.12. what are the requirments for verifying the Becholor degree?

- Payment of service charges
- Pay the fees of the educational institution and attach a document (if required from the educational institution)

- National identity (by country)
- Passport (front page)
- Bachelor's degree
- Bachelor Transcript.
- Consent (by country)

4.13. What are the requirement for the Master degree or high diploma?

- Applying for Bachelor certificate verification.
- Payment of service charges.
- Pay the fees of the educational institution and attach a document (if required from the educational institution)
- National identity (by country)
- Passport (front page)
- Bachelor's degree
- Bachelor Transcript.
- Consent (by country)
- Bachelor degree certificate.
- Bachelor degree transcript.
- Master degree research(if available).

4.14. What are the requirments to verify the PHD certificate?

- Applying to verify Bachelor and Master's previous studies
- Payment service charge
- Pay the fees of the educational institution and attach a document (if required from the educational institution)
- National identity (by country)
- Passport (front page)
- Bachelor's degree
- Bachelor Transcript.

- Consent (by country)
- Bachelor degree certificate.
- Bachelor degree transcript.
- Master degree certificate.
- Master degree transcript.
- Doctoral thesis.

4.15. If there is incomplete or unclear documents, what happens?

The employee will request the missing documents through an e-mail message indicating the required documents. The application will not be completed until the required document is attached to the applicant's account.

4.16. How can I proceed with my certificate verification request?

You can track the status of the request from entering the account of the applicant <http://cvs.moe.gov.sa>

4.17. How do I view the certificate verification result?

You will receive a message by e-mail as well as a message on mobile indicating the result of verification of the certificate and also you can through the account of the applicant.

4.18. Can the certificate verification request be canceled after payment has been made?

The certificate verification request can not be canceled if it is sent to the certificate verification service.

4.19. What is the expected period to complete the certificate verification request?

The duration of completion of the certificate verification application depends on several factors, the most important of which is the response of the educational institution giving the certificate, accuracy and clarity of the data and documents submitted by the application.

4.20. What is the result of the request for verification of the certificate in the event of failure to obtain the verification of the educational institution giving the certificate?

In the event that the possibility of addressing the educational institution is not found or is not obtained in a maximum period of two months, the decision will be issued for non-ratification due to "failure to obtain the statement of the educational institution."

4.21. How can the request for verification is applied if part of the study was done in different institution?

The additional study can be added under the option "Transferred Hours" with attaching the transcript.

4.22. Can I object to the certificate verification decision?

An objection to the result of the verification of the certificate or any statement received should be within the period of two months from the date of issuance of the result.

4.23. For technical issues and inquiries what to do?

Problem ticket can be opened through:

<http://cvs.moe.gov.sa/requestinquiry.aspx>

National Id	Name
<input type="text"/>	<input type="text"/>
Email	Mobile Number
<input type="text"/>	<input type="text"/>
Inquiry / Problem	
<input type="text"/>	
Description	
<input type="text"/>	

4.24. Cultural missions country names and covered countries

S	Name of the Cultural Mission	The Supervised Countries
1	Kuwait	Kuwait, Qatar
2	Bahrain	Bahrain
3	United Arab Emarites	United Arab Emarites, Iran.
4	Oman	Oman
5	Jordan	Jordan, Iraq, Palestine, Syriya .,
6	Lebanon	Cyprus, lebanon
7	Yemen	Yemen, Comoros.
8	Sudan	Sudan , Eritrea, Ethiopia, Somalia, Djibouti, Kenya, South Sudan, Tanzania, Uganda, Democratic Republic of the Congo, Bissau, Mozambique, Zambia.
9	Egypt	Egypt, South Africa, Botswana, Namibia, Angola, Zimbabwe.
10	Tunisia	Tunisia, Libya, Chad, Central African Republic, Democratic Republic of the Congo, Gabon, Equatorial Guinea
11	Algeria	Algeria, Mali, Niger, Cameroon, Burkina Faso, Nigeria, Benin, Togo.
12	Morocco	Morocco, Mauritania , Senegal , Guinea , Côte d'Ivoire , Ghana, Sierra Leone , Gambia , Liberia, Guinea-Bissau.
13	Turkey	Turkey, Russia, Belarus, Georgia, Ukraine, Azerbaijan, Bulgaria, Dagestan , Armenia , Serbia, Croatia , Montenegro, Albania, Bosnia and Herzegovina, Kosovo , Macedonia
14	Austria	Austria, Czech , Hungary , Romania, Slovakia, Slovenia
15	Germany	Germany , Poland, Sweden, Norway, Denmark, Finland, Lithuania, Estonia , Latvia.
16	Italy	Greece ◊ Malta, Italy
17	France	Luxembourg ◊ Switzerland , France

18	United Kingdom	United Kingdom
19	Spain	Spain, Portugal , Brazil, Argentina, Uruguay, Paraguay, Bolivia, Colombia, Ecuador , Peru, Chile, Venezuela
20	Netherlands	Netherlands, Belgium.
21	Ireland	Ireland
22	Pakistan	Pakistan, Afghanistan, Kazakhsta, Uzbekistan, Turkmenistan , Tajikistan, Kyrgyzstan.
23	India	India , Bangladesh, Myanmar (Burma, (Nepal, Sri Lanka, Bhutan, Maldives.
24	Japan	Japan , Taiwan.
25	Singapore	Singapore , Philippines, Thailand.
26	Malaysia	Malaysia , Indonesia, Cambodia, Vietnam, Laos.
27	China	China, Hong Kong , Macau.
28	Korea	Korea
29	Australia	Australia
30	New Zealand	New Zealand
31	United States of America	United States of America , Mexico, Panama Honduras, Jamaica, Haiti, Cuba, Nicaragua, Guatemala, Dominican Republic
32	Canada	Canada